

Remington Arms Co., Inc.
Product Service
Legal Case #:6986

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250757	12/16/2011	12/5/2011	12/19/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph	Sterba	40 W 449 Harper Dr	Hampshire	IL	60140		H 847-741-9374 W 847-941-5320 E joseph.sterba@siemens.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	Fired when safety was released	Concern:1007	Fired on Safe Release	
C				

12/5/11 Per call from Sterba his rifle fired when extracting the shell, when he released the safety. It has a bolt lock.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6485901	EU	10/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
11/2/1971	FABER BROS CHIC ILL	SCOPE BASE,BOTTOM HALF RINGS	Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean and test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	12/28/2011				

12/5/11 Mailing box and emailing ARS.cm 12/28/11 Per Ilion, trigger assm dirty and set screws altered. Replace TPA, clean and test fire at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG
	Date Code		EU
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

24"
EU 10/71
2.5#
1008

6986

December 5, 2011

Joseph Sterba
40 W 449 Harper Dr
Hampshire, IL 60140

Subject: Case # 6986, Model 700, SR# 5658

Dear Mr. Sterba,

Please include a copy of this letter with the firearm as well as the Service Request form.
The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the small ends of the box "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

*T.A. dirty + set screws altered
replace TPA, clean + test fire
under BLP for 20 + ship*

Dist. Area
Number:

6485901

Model: 700



RE00250757

Quote
RECEIVED
DEC 20 2011

BY:

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service #6986

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00005658	Serial Number / Description 6485901 Model 700	Date of Request: 12/05/2011 Date Printed: 12/05/2011
Customer: JOSEPH STERBA 40 W 449 HAPER DR HAMPSHIRE, IL 60140 US Email: joseph.sterba@siemens.com		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Fired on safety release.cm

Parts And Service Details						
Material	Type	Description	Qty Needed	Warranty	Price	Disc Amount

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

1001 2 043925 043 000

MARSHALL FIELD & COMPANY

MARSHALL FIELD & COMPANY ADJUSTING MEMORANDUM

STORE	SALESPERSON	KIND OF SALE			DATE
CHICAGO	COLTON	CASH	OTHER	CHARGE	11 2 71

CUSTOMER'S NAME: **JOSEPH F STERNA**
 STREET: **1441 S WOLF**
 CITY: **WHEELING** STATE: **ILL**

CHICAGO	25863-22	TAKE	SEND	BUYER	MRS	MR	OTHER
		X		L			X

SEND TO:
 STREET:
 CITY: STATE:

ZIP CODE: **ILL 60412** APT: **64893**

GIFT ENCLOSE CARD EXPRESS COLLECT
 WEDDING GIFT PARCEL POST EXPRESS PREPAID

AMT. TO COLLECT ON C.O.D. SALE

SECTION	QTY	MERCHANDISE	PRICE	EXTENSION
49	1	REMINGTON M 100 BDL RIFLE # 6485901		184.95
RETURNED				
49	1	REMINGTON M 100 BDL RIFLE # 6482135		184.95
XXXXX				

ENCLOSURES: NO
 CUSTOMER'S SIGNATURE: *[Signature]*

STORE	SALESPERSON	KIND OF SALE			DATE
CHICAGO	COLTON	CASH	OTHER	CHARGE	11 2 71

25863-22

MARSHALL FIELD & COMPANY
 CUSTOMER'S MEMORANDUM
 IN CASE OF INQUIRY PLEASE
 PRESENT THIS RECEIPT

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00005658
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6986



ARS LABEL REQUEST FORM

DATE: 12/05/2011	Service Request # SR00005658
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JOSEPH STERBA 40 W 449 HAPER DR HAMPSHIRE, IL 60140 US SR00005658 Email: joseph.sterba@siemens.com
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 5, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067618952
 REF 1:SR00005658
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 1.00	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 10.11	PUB+HANDLING	10.11	

ATTN: Product Service #6986





