

Remington Arms Co., Inc.
Product Service
Legal Case #:6952

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250442	12/14/2011	12/1/2011	12/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mitchell	Swoboda	27248 Bramwell St	Farmington Hills	MI	48334		H 734-730-3537 E 007bondjamesbond@mi.rr.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing		Unknown
C				

12/1/11 Per call from Swoboda, about a week ago his rifle fired when he closed the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25813	E6312517	DQ	9/3/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICKS SPORT CENTER INC		N			

CONCERN: FBC

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, offer to replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

12/1/11 Emailing ARS.cm 12/27 Left message for owner. He had emailed for me to contact him for credit card payment info. Per Ilion, could not duplicate concern. Trigger assm dirty. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6952&Type=Case>

12/27/2011

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		DQ
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6952

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.**

22"
DQ9/
5#
01"

Service Request Number
SR00005346

Serial Number / Description
E6312517
Model 700 RIFLE

6952

Date of Request: 12/01/2011
Date Printed: 12/01/2011

Customer:
MITCHELL SWOBODA
27248 BRAMWELL ST
FARMINGTON HILLS, MI 48334 US

Destination:
Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: 007bondjamesbond@mi.rr.com

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

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:
E6312517
Model: 700



RE00250442

could not duplicate concern
T.A. dirty. can offer to replace
TPA, clean + test fire at 1/2
normal cost.

Quote

RECEIVED
DEC 16 2011

BY: _____

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

Model Number: 700 LH		Serial Number: E6312517	
Are you the original owner? YES NO			
Name: MITCHELL SWOODS		Date of Purchase: DEC 2010	
Address (no PO Boxes): 27248 BRAMWELL ST			
City: FARMINGTON HILLS		State: MI	Zip: 48334
Phone (Daytime): 734 730 3537		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) 007 BOND JAMES BOND & M.R.R. CO.			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: CLOSED THE BOLT THE GUN WENT BANG.. FINGER NOWERE NEAR TRIGGER.			
500 characters left			
Ammunition Information:			
Manufacturer: FED.		Type: 30-06	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

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# SR00005346
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6952



ARS LABEL REQUEST FORM

DATE:	12/01/2011	Service Request #	SR00005346
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles	email address:	Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

MITCHELL SWOBODA
27248 BRAMWELL ST
FARMINGTON HILLS, MI 48334 US
SR00005346

Email: 007bondjamesbond@mi.rr.com

RETURN ITEM TO:

ILN

Arms Services



4XX596 DEC 1, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067118573
REF 1:SR00005346
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 9.54		PUB+HANDLING	9.54

ATTN: Product Service #6952





