

Remington Arms Co., Inc.
Product Service
Legal Case #:6369

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239732	9/1/2011	7/19/2011	9/2/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Trisler	5053 Arroway	Covina	CA	91724		H 626-331-0200 E elesa.trisler@prodigy.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

7/19/11: Customer called in. He stated that gun will fire when bolt is closed. No damage, No injury. He bought gun used. Not sure what previous owner did to gun. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	n/a	6378928	RT	11/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE, CALIF	SCOPE BASE,BOTTOM HALF FRT RING	N			

CONCERN: FSR,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 - Quote to repair under BLM	Repair/Replacement Cost \$30.40	Repair/Replacement Date 9/14/2011				

7/19/11: Mailing ARS, letter, form. Box order# 1235038. df 9/14/11: Per Ilion - TA set screws altered. Trigger not returning properly. Replace TA, clean & test fire under BLM. Customer wrote CC# on paperwork w/gun for charges. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/2/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 2506 REM
	Date Code		RT
	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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF FRT RING

24"
RT 11/7
1.5
005

COPY

6369

July 19, 2011

Bill Trisler
5053 Arrowway
Covina, CA 91724
Phone: 626-331-0200

Ref: # 6369

Dear Mr. Trisler,

Serial Number:

6378928

Model: 700



RE00239732

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

RECEIVED
SEP 08 2011

T.A. set screws altered trigger.
NOT RETURNING properly.
Replace TPA, clean + test fire
under BLP Ron \$20.00 + ship

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

BY: _____

enclosure

MasterCard

REDACTED

893

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

Print

Reset

Model Number: 700 BDL		Serial Number: 6378928	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Bill TRISLER		Date of Purchase: 8-23-2001	
Address (no PO Boxes): 5053 ARROWAY			
City: COVINA		State: CA	Zip: 91724
Phone (Daytime): 626-331-0200		Fax: 626-331-0200	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) E/ESA-TRISLER@prodigy.NET			
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: DANGEROUS: TRIGGER Ball BAD. Hair TRIGGER Close Bolt GOES OFF: Close SAFETY GOES OFF Please give a total test and service THANK YOU.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 700 BDL	
Other (i.e. bullet weight/type, shot size, powder): 25-6 Bullet 110 Grain-Remington			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____	
How often do you clean the bore? (Months or Number of rounds)	After shooting 50 Rounds
How often do you clean the action? (Months or Number of rounds)	After shooting 50
How often do you clean the trigger assembly? (Months or Number of rounds)	After shooting
Brand of lubricant used: ROM OIL	
How often do you lubricate the bore? (Months or Number of rounds)	After shooting 50
How often do you lubricate the action? (Months or Number of rounds)	500 ??
How often do you lubricate the trigger assembly? (Months or Number of rounds)	After shooting 50
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? DON'T KNOW	
performed?)	?? What were the services
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.	
<p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p>ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	7/19/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6369 rifle			

LABEL INFORMATION

MAIL LABEL TO: Bill Trisler 5053 Arrowway Covina, CA 91724 Phone: 626-331-0200
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 JUL 19, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066520031
REF 1: BILL TRISLER/CD/DMF
REF 2: REF#6369/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.85 PUB+HANDLING 12.85





