

Remington Arms Co., Inc.
Product Service
Legal Case #:7025

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250951	12/16/2011	12/8/2011	12/19/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jerry	Venlet	1768 Hightree Dr SW	Byron Center	MI	49315		H 616-292-8769 E gvenlet@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. Ref# 111203-000090. He stated he had a FSR for the first time ever. No damage, No injury reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6476422	PO	6/27/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART PLYMOUTH MI		U			

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30	1/12/2012				

12/8/11: Mailing ARS & forms. df 12/20/11: Per Ilion - Could not duplicate concern. TA dirty. Can offer to replace TA, clean & test fire under BLM - quote. Customer apprvd & paid quote. df

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	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		PO
	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	SLUGGISH
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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Remington®

22"
P06/77
7#
010

7025

December 8, 2011

Jerry Venlet
1768 Hightree Dr SW
Byron Center, MI 49315
Phone: 616-292-8769

Ref: # 7025, Model 700, Serial # A6476422

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request 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 will contact you once I get the report.

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

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

enclosure

Serial
Number:

A6476422

Model: 700



RE00250951

could not duplicate concern
T.A. dirty. can offer to replace
JPA clean + test fire under BCP
Con B 20. + ship

Quote

RECEIVED

DEC 20 2011

Remington Arms Company, LLC • 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

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 SR00006184	Serial Number / Description A6476422 Model 700 Center Fire Caliber: 3006	Date of Request: 12/08/2011 Date Printed: 12/08/2011
Customer: JERRY VENLET 1768 HIGHTREE DR SW BYRON CENTER, MI 49315 US	Destination: Arms Services 14 Hoeffer Ave Ilion, NY 13357 US	
Email:	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
Product Service # 7025 - FSR

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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VISA

REDACTED

EN 9/14

Code 157

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

Print

Reset

Model Number: 700		Serial Number: A6476422	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: GERARD VENLET		Date of Purchase: 1990	
Address (no PO Boxes): 1768 Hightree DR SW			
City: BYRON CENTER		State: MI	Zip: 49315
Phone (Daytime): 616-292-8769		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) GVENLET@HOTMAIL.COM			
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: Finished Hunt for day (11/15/11) after walking Back to truck was going to unload when I flipped Safety off Gun discharged Finger not on trigger. Never Had this happen before in 35 years of Hunting. Was told of potential problem by my Brother in Law. The only thing is I did have Gloves on 500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 150 gr Bronze Point	
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:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	<i>Hoppe's</i>
How often do you clean the bore? (Months or Number of rounds)	<i>After Every Hunt</i>
How often do you clean the action? (Months or Number of rounds)	<i>1 year</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>Once year</i>
Brand of lubricant used:	<i>Tetra Gun</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>1 per year</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>1 per year</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>1 per year</i>
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?) <i>Don't Know Never Since I've owned</i>	
What were the services performed?)	
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>	
<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> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

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# SR00006184
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



7025

Reference #
111203-000090

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

Date Created
12/03/2011 05:41 PM

Date Initial Solution Response
12/05/2011 09:08 PM

Last Updated
12/06/2011 11:42 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Remington 700

Discussion Thread

Customer (Gerard Venlet)

12/06/2011 11:42 AM

Thank you for the reply, I will be glad to send it to you. The Serial number of my rifle is A6476422. Caliber is 30.06. I will send it to you when I receive the form and mailing address. I assume you would like me to remove the scope and sling. If there is anything else you would like me to do please feel free to call.

Jerry Venlet 1768 Hightree Dr SW Byron Center, MI 49315
Phone 616-292-8769

From: info@remington.com

To:

gvenlet@hotmail.com

Date: Mon, 5 Dec 2011 21:08:36 -0500

Subject: Remington 700 [Incident: 111203-000090]

Response (Dell -)

12/05/2011 09:08 PM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,
Dell

Customer (Gerard Venlet)

12/03/2011 05:41 PM

For the first time EVER I had an accidental discharge on with my Remington 700. I was finished hunting for the day and flipped the safety off and the rifle discharged with my finger no where the trigger. Shall I bring to local gunsmith or send to Remington for inspection and fix?

Primary Contact

First Name: Gerard
Last Name: Venlet

Organization:

Login: gvenlet

Title:

Contact Type:

Email: gvenlet@hotmail.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

ARS LABEL REQUEST FORM

DATE: 12/08/2011	Service Request # SR00006184
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

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

MAIL LABEL TO:	JERRY VENLET 1768 HIGHTREE DR SW BYRON CENTER, MI 49315 US SR00006184 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 8, 2011 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969067972159 ALL CURRENCY USD
 REF 1: SR00006184
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 9.04	PUB+ HANDLING 9.04

ATTN: Product Service





