

Remington Arms Co., Inc.
Product Service
Legal Case #:6787

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
248153	11/28/2011	11/2/2011	11/29/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rodney	Viars	16106 Bowling Dr.	Catlettsburg	KY	41129		H 606-739-4586

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				

11/2/11: Customer called in. He stated he bought gun 2nd hand & it has a hair trigger. He had a FBC while hunting back in the spring. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6314371	EI	10/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS DAYTON OH		N			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				
	\$30.40	12/12/2011				

11/2/11: Mailing ARS & forms. Box order# 1267762. df 12/12/11: Per Ilion - TA set screws altered, trigger not returning properly. Trigger clearance min. to guard. Replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/29/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 243 WIN
	Date Code		EI
	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	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING,MIN CLEARANCE BETWEEN TRIG AND GUARD.WILL FOLLOW DOWN.MARKS ON TRIG FROM A TRIG
	Pull	---Select---	2#
	Altered	True	SET SCREQWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

22"
EIO/7
2#
007

COPY

6787

November 2, 2011

Rodney Viars
16106 Bowling Dr.
Catlettsburg, KY 41129
Phone: 606-739-4586

Ref: # 6787, Model 700, Serial # A6314371

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: A6314371
Model: 700
RECEIVED
DEC 02 2011
BY: _____
RE00248153

T.A. set screws altered, trig. not
returning properly. Trig. clearance
min to guard. Mphaa TPA, clean +
test fire under JLP for \$20.00 +
Ship Quote

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 SR00002693	Serial Number / Description A6314371 Model 700 Center Fire Caliber: 243	Date of Request: 11/02/2011 Date Printed: 11/02/2011
Customer: RODNEY VIARS 16106 BOWLING DR CATLETTSBURG, KY 41129 US Email:	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

Product Service # 6787 - FBC

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

ARS LABEL REQUEST FORM

DATE: 11/02/2011	Service Request # SR00002693
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

LABEL INFORMATION

MAIL LABEL TO:

RODNEY VIARS
 16106 BOWLING DR
 CATLETTSBURG, KY 41129 US
 SR00002693

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067991665
 REF 1:SR00002693
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.04	PUB+HANDLING	9.04

ATTN: Product Service









