

Remington Arms Co., Inc.

Product Service

Legal Case #:7023

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253118	1/9/2012	12/8/2011	1/10/2012	12/5/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Wade	W.P. Hardy Rd	LaGrange	NC	28551		H 252-566-3195 C 252-286-9139

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot floorboard, transmission line	Cause:4015 Improper Maintenance		
S		Concern:1020 Fired on Bolt Opening	Unknown	
C				

12/8/11 Per call from Wade, on Monday he was at his truck unloading his 700 and when he lifted the bolt it fired shooting a hole in the floorboard and through a transmission line. It did not damage the transmission. The safety was off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	26275	S6420242	RV	10/12/2001 1:28:46 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP	SCOPE BASE	Y			

CONCERN: FBO

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
Replace TPA, clean, test fire no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	67.40	1/24/2012				

12/8/11 Mailing ARS.cm 1/18/12 Per Ilion, could not duplicate concern. Trigger assm dirty and sticky. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm 1/24/12 Will repair no charge as goodwill. Sending him an owner's manual and mentioned need for cleaning of the trigger and bolt.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/10/2012

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		26" 7MM RUM SS
	Date Code		RV
	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	BINDS
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	ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

COPY 26.11
10/01
6#
1010

7023

December 8, 2011

Chris Wade
W.P. Hardy Rd
Lagrange, NC 28551

Subject: Case # 7023, Model 700, SR# 6097

Dear Mr. Wade,

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

RECEIVED
JAN 18 2012

BY:

could not duplicate concern
T.A. dirty & sticky. was often
to replace TPA, clean & test
fire at 1/2 normal cost.

Quote

Number: S6420242
Model: 700

RE00253118

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

PS 25156

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #7023

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 SR00006097	Serial Number / Description S6420242 Model 700 RIFLE	Date of Request: 12/08/2011 Date Printed: 12/08/2011
Customer: CHRIS WADE 4824 WP HARDY RD LAGRANGE, NC 28551 US Email: Christy	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 when opening bolt, safety off.cm

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700 SPSS	Serial Number:	S6420242
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	CHRIS WADC	Date of Purchase:	10-03
Address (no PO Boxes): 4824 W.P. Hardy Rd			
City:	La Grange	State:	NC
		Zip:	28551
Phone (Daytime):	252-566-3195	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Gun fired when opening Bolt on Gun.			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington	Type:	7mm ultra mag. Smith & Wesson
Other (i.e. bullet weight/type, shot size, powder): 150 gr.			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

ARS LABEL REQUEST FORM

DATE: 12/08/2011	Service Request # SR00006097
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address: Christy.Mitchell@remingtoni.com	

Business:

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

LABEL INFORMATION

MAIL LABEL TO:	CHRIS WADE 4824 WP HARDY RD LAGRANGE, NC 28551 US SR00006097 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 8, 2011 ACT WT 10.0 LBS #PK 1
SVC GNDGOM BL WT 10.0 LBS
TRACKING# 1Z4XX5969086479926 ALL CURRENCY USD
REF 1:SR00006097
REF 2:

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

ATTN: Product Service #7023





