

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7039

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
252630	1/5/2012	12/12/2011	1/18/2012	11/10/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Perry	Wolt	512 3rd St West	Roundup	MT	59072		H 406-323-1445

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Shot through top of rt foot	Cause:4038 Could Not Duplicate Concern			
PD	Unexplained Discharge - No Mention of		Y	Had surgeries on foot
S	Concern:1025 Safety Position			
C Unexplained discharge				

12/12/11 @ 11:58am ET: Customer called in. He stated that while hunting on 11/10/11 - his rifle had an unexplained discharge & shot a hole in his right foot. He stated he's not sure if it was something that he did & doesn't remember the position the safety was in or if he was opening or closing the bolt. He has had several surgeries on his foot so far. When we spoke he stated that he wanted the gun checked out & did not mention any compensation for injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25777	C6667157	WL	8/17/1991
Date Purchased	Where Purchased	Accessories	Original Owner			
	GO SPORTMENS SUPPLY INC	TWO PIECE BASE	Y			

CONCERN: ACCIDENTAL DISCHARGE - INJURY

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
Repair @ n/c - goodwill gesture		Remington/700/CF/BA				
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46	1/18/2012				

12/12/11: Mailing ARS & forms. Sending a box from Madison office. df 1/18/12: Per Ilion - Could not duplicate concern. TA is dirty & sticky. I spoke with customer & he said that accidents happen & he doesn't want any compensation from us. We agreed to replace TA, clean & test fire @ n/c - goodwill gesture. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		24" 7MM REM MAG
	Date Code		WL
	Bore Plugged	False	

Barrel	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; Not 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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

7039

COPY

24"  
WLS/91  
5#  
1011

December 12, 2011

Perry Wolt  
512 3<sup>rd</sup> St. West  
Roundup, MT 59072  
Phone: 406-323-1445

**Ref: # 7039, Model 700, Serial # C6667157**

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

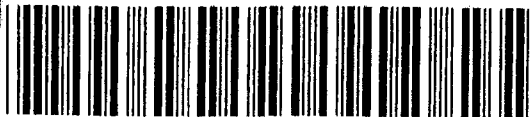
enclosure

could not duplicate concern.

Serial Number:

C6667157

Model: 700



RE00252630

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://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](http://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.**

<b>Service Request Number</b> SR00006429	<b>Serial Number / Description</b> C6667157 Model 700 RIFLE	<b>Date of Request:</b> 12/12/2011 <b>Date Printed:</b> 12/12/2011
<b>Customer:</b> PERRY WOLT 512 3RD ST WEST ROUNDUP, MT 59072 US  Email:	<b>Destination:</b> 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 # 7039

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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

<b>Model Number:</b> 780		<b>Serial Number:</b> C6667157	
<b>Name:</b> Perry Walt		<b>Date of Purchase:</b> 1992	
<b>Address (no PO Boxes):</b> 512 3rd st west			
<b>City:</b> Roundup		<b>State:</b> mt	<b>Zip:</b> 59072
<b>Phone</b> (Daytime): 406-323-1445		<b>Fax:</b>	
<b>E-mail Address:</b> P			
<b>Please describe your problem:</b>			
<p>I had a Accidental Discharge with this Rifle. got the Inside of my R Foot. I need to get this checked out. It might of Ben me or the Rifle - knowing the History of this Rifle. IF you think it needs a Trigger upgrade or whatever I'd be Home</p> <p style="text-align: right;">Perry Walt</p> <p style="text-align: right;">500 characters left</p>			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>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.</b>			
<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, 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>:: 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.</p>			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/12/2011	<b>Service Request #</b> SR00006429
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	
<b>email address:</b> I WILL MAIL LABEL	

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	PERRY WOLT 512 3RD ST WEST ROUNDUP, MT 59072 US SR00006429  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX596 DEC 12, 2011 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5969065523254  
 REF 1:SR00006429  
 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 11.53		PUB+HANDLING 11.53

<b>ATTN: Product Service</b>
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# ShipRequest™



Ship To: Perry  
Company: Wolt  
Address 1: 512 3rd St West  
Address 2:  
Address 3:  
City: Roundup  
State/Province: Montana  
ZIP/Postal Code: 59072  
Country: United States  
email:  
Phone: 406-323-1445  
Account: 230145  
Package Type: Package  
Address Type: Commercial  
Deliver By: Thu, December 15, 2011  
Package ID: 1690

Special Instructions:

Sender Name: Dell Marie Fulcher  
email: dell.fulcher@remington.com  
Prepared By: Dell Fulcher  
Phone: 336-548-8686

Date: 12-13-11 1 lb 8.9 oz

Acct #	: 230145	Base \$	6.89
Cust #	: 00L0000004701	Spc S \$	1.70
Zip/Zone	: 59072 / 7	Addl \$	0.00
Trk #	: 1Z4XX5960300019950	Total \$	8.59
Pkg ID #	: 1690		
Service	: UPS Ground		





