

Remington Arms Co., Inc.
Product Service
Legal Case #:6802

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249473	12/7/2011	11/7/2011	12/20/2011	11/6/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Tami & Donald	Brandon	9448 FM 250 N.	Naples	TX	75568		H 903-285-8072
Incident		Hunter	Bain	same				16	

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot a hole in side of house & thru roof	Cause:4038	Could Not Duplicate Concern	
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C	Unexplained discharge of rifle			

11/7/11: Donald Brandon called in from Kuwait on behalf of his wife. He stated that his stepson, Hunter Bain, was using rifle on 11/6/11 & when he picked the rifle up by the fore-end, the rifle fired unexpectedly & shot a hole in the side of the house & through the roof. No injury. Hunter is 16 yrs old. df

Fircarm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	85374	G6916183	RD	11/17/2009 7:43:33 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 01-0131	TWO PIECE BASE	Y			

CONCERN: FIRED WHEN PICKED UP

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
Replace TA to restore confidence @ n/c		Remington/700/CF/BA				
	Repair/Replacement Cost	Repair/Replacement Date				
	\$47	12/20/2011				

11/7/11: Mailing ARS & forms. Box order# 1269283. df 12/18/11: Per Ilion - Could not duplicate concern. df 12/20/11: Spoke w/Tami Brandon. I offered to replace the TA at n/c to restore confidence in the rifle. She agreed. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	THE SEAR SPRING IS OUT OF POSITION UNDER SEAR. IT IS FUNCTIONING OKAY AS IS.
	Description		24" 3006 SPRG
	Date Code		RD

Barrel	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP/SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

24"
RD 11/09
5#
008

COPY

6802

November 7, 2011

Tami & Donald Brandon
9448 FM 250 N.
Naples, TX 75568
Phone: 903-285-8072

Ref: # 6802, Model 700, Serial # G6916183

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

RECEIVED
DEC 13 2011

BY:

Number:

G6916183

Model: 700



RE00249473

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

www.Remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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 SRO0003080	Serial Number / Description G6916183 Model 700 RIFLE	Date of Request: 11/07/2011 Date Printed: 11/07/2011
Customer: TAMI & DONALD BRANDON 9448 FM 250 N. NAPLES, TX 75568 US	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 # 6802

Parts And Service Details							
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

ARS LABEL REQUEST FORM

DATE:	11/07/2011	Service Request #	SR00003080
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:	TAMI & DONALD BRANDON 9448 FM 250 N. NAPLES, TX 75568 US SR00003080 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 8, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969067326286
REF 1:SR00003084
REF 2:CD

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
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 7.94 PUB+HANDLING 7.94

ATTN: Product Service



1069 6183
700
E00249473





