

Remington Arms Co., Inc.
Product Service
Legal Case #:6712

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
246045	11/4/2011	10/21/2011	11/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bobby	Heryford	324 Charlottesville Dr	St. Charles	MO	63304		C 636-578-1426

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4038 Could Not Duplicate Concern		Unknown	
C	Concern:1020 Fired on Bolt Opening			
Will not fire until bolt is raised slightly.				

10/21/11 Per call from Heryford, he bought his 700 new and it does not fire when you pull the trigger but the primer shows a slight indent. He cleaned the bolt and tried again and same thing but when he raised the bolt it fired. He tried again and realized that it does not fire with the bolt all the way down, only when raised up slightly.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	85584	T6270729	DE	9/23/2010 12:41:29 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
6/20/2011	CABELA S INC/WAREHOUSE /		Y			

CONCERN: FIRES ONLY WHEN BOLT IS PARTIALLY OPEN

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, TPA, clena and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	60.86	11/9/2011				

10/21/11 Mailing ARS.cm 11/9/11 Per Ilion, could not duplicate concern. As a goodwill gesture and to restore confidence in rifle, we will replace TPA, clena and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG
	Date Code		DE
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	MARS/DENTS ON BOLT HEAD
	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---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Remington®

2611
DE9/10
4.5#
1007

6712

October 21, 2011

Bobby Heryford
324 Charlottesville Dr
St. Charles, MO 63304

Subject: Case # 6712, Model 700, SR# 1615

Dear Mr. Heryford,

Please include a copy of this letter with the firearm. **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 ends of the boxes with "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

enclosure

Product Number: T6270729

Model: 700



RE00246045

could not duplicate concern.
As a Good-will gesture + to
restore confidence in rifle
will replace TPA, clean + test
Rifle at N/C

unhappy

RECEIVED
NOV - 8 2011

BY:

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

PS 25439

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

Model Number: 700		Serial Number: T6270729	
Are you the original owner? <input checked="" type="radio"/> YES <input type="radio"/> NO			
Name: Bobby J. Heryford		Date of Purchase: 6-20-2011	
Address (no PO Boxes): 324 Charlottesville DR.			
City: St. Charles		State: MO	Zip: 63304
Phone (Daytime): 636 578 1426		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:			
<p>When Bolt is at the way down it will not fire all the time. When you raise the Bolt just a little it will fire all the time. Some times when it dose not fire when you lift the Bolt a little it will fire. Then</p>			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Premier AccuTip	
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:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Remington gun oil Hoppe's Bore Cleaner
How often do you clean the bore? (Months or Number of rounds)	Every 2 month and when Done Shoot.
How often do you clean the action? (Months or Number of rounds)	Same
How often do you clean the trigger assembly? (Months or Number of rounds)	Same
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="radio"/> YES <input type="radio"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
What were the services performed?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p>Ⓢ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>:: Record the serial number of your firearm before sending it. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6712

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number

SR00001615

Serial Number / Description

T6270729

Model 700 RIFLE

Date of Request: 10/21/2011

Date Printed: 10/21/2011

Customer:

BOBBY HERYFORD
324 CHARLOTTESVILLE DR
SAINT CHARLES, MO 63304 US

Destination:

Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: give to Christy

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

M110 - FAILS TO FIRE

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

M508 - MISFIRES AT TIMES

Service Request Section**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

Bobby Heryford
324 Charlottesville DR
St. Charles, MO. 63304
cell 636 578 1426

Cabela's

WORLD'S FOREMOST OUTFITTER

CABELA'S RETAIL, INC.
5555 St Louis Mills Blvd #167
(314) 225-0100

ST# 020 RG# 101 TR# 6261 6/20/2011

003022078 700 SPSS DN 7HH 1T \$599.99

ID: 001971634

T6270729

Subtotal	\$599.99
Tax	\$56.55
Total	\$656.54
Cash	\$660.00
Change	\$-3.46

General Sales and Use \$56.55

You could have earned \$13.13 in CLUB points

Ask how to Join Cabela's CLUB!

ITEMS SOLD 1

ARS LABEL REQUEST FORM

DATE: 10/21/2011	Service Request # SR00001615
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	
email address: Christy.Mitchell@remington.com	

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

LABEL INFORMATION

MAIL LABEL TO:	BOBBY HERYFORD 324 CHARLOTTESVILLE DR SAINT CHARLES, MO 63304 US SR00001615 Email: give to Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 21, 2011 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066023284
 REF 1:SR00001615
 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 9.61 PUB+HANDLING 9.61

ATTN: Product Service #6712







