

Remington Arms Co., Inc.
Product Service
Legal Case #:6933

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250418	12/14/2011	11/29/2011	12/15/2011	11/27/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Buffalo Arms Co	Chris	Sanders	660 Vermeer Ct	Ponduray	ID	83852		W 208-263-6953 C 208-304-9403 E visiousbuck0100@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

11/29/11 Per call from Chris, he had finished hunting and unloaded his rifle and was showing his wife how to test with snap caps. He was holding the rifle in front of the trigger guard and when he flipped the safety off it snapped.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	85374	G6752550	CC	5/1/2008 8:28:58 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 2485	TWO PIECE BASE	Y			

CONCERN:FSR

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
To restore confidence in rifle will replace TPA, clean, test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	12/27/2011				

11/29/11 Emailing ARS.cm 12/27/11 Per Ilion, could not duplicate concern. Action under stock rusty. To restore confidence in rifle will replace TPA, clean, test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG
	Date Code		CC
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	RUSTY UNDER STOCK
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		XMP SAFETY
	Function	Like new; Functioning	
Safety	Sub-Assembly	Non-ISS	
	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
Sear	Tests	Test Fired	False
		False	
Feeding Test	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
Trigger	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6933

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.**

2411
664/08
3.5
005

Service Request Number SR00005047	Serial Number / Description G6752550 Model 700 RIFLE	Date of Request: 11/29/2011 Date Printed: 11/29/2011
Customer: CHRIS SANDERS BUFFALO ARMS CO 660 VERMBER CT PONDURAY, ID 83852 US Email: visiousbuck0100@yahoo.com		Destination: Arms Services 14 Hoeffer Ave Hion, NY 13357 US Email:

6933

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

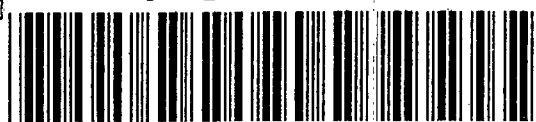
Service Request Section
Fired when safety was released.cm

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

G6752550

Model: 700



RE00250418

could not duplicate concern
Act. under st. l. rusty. To restore
confidence in rifle will replace
TPA, clean & test fire at H/c

warranty

RECEIVED
DEC 1 6 2011

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
BY: ----- Est Sales Tax? .00

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

Model Number:	700	Serial Number:	G6752550
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Chris Sanders		Date of Purchase: I don't remember	
Address (no PO Boxes): 1489830 Hwy 95N			
City: Sandpoint		State: ID	Zip: 83864
Phone (Daytime): 208-263-6953		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) VICIOUSBUCK010P@YAHOO.COM			
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: 11/27/11 I came from hunting and unloaded the rifle. I somehow got on the subject of snap caps and was talking to my wife about their purpose. While holding the rifle with my left hand from in front of the trigger guard, I pushed the safety to the fire position. My right hand was above the rifle and not even the trigger guard. The firing pin dropped. There are less than 100 rounds through the rifle and I have not taken the bolt or trigger assembly apart. The hammer is still 500 characters left dropped			
Ammunition Information:			
Manufacturer: Remington		Type: Bolt Action R. flt	
Other (i.e. bullet weight/type, shot size, powder): Remington 180 grain Core-Lock			
Handload Information: N/A			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

My handwriting can be illegible so I thought this would make things easier on you. On 11/27/11 I returned home from hunting and unloaded the rifle (serial # G6752550). I was talking to my wife about snap caps and was going to simulate what they are for. I held the rifle in my left hand, forward of the trigger guard. With my right hand, from above the rifle, I flipped the safety to the fire position. The rifle dry fired. I did not have either hand inside the trigger guard. There are less than 100 rounds through the rifle. I have not modified or adjusted the trigger assembly or bolt assembly. I had the rifle unloaded and pointed in a safe direction thankfully. My concern is having the deer of a lifetime walking by, flipping the safety off and shooting the nearest bush. I can't imagine that this is a common problem. If the rifle cannot be fixed, I would like it replaced with one that doesn't have the same safety mechanism. I don't know if it matters, but the ammunition I was using was Remington 30-06 180 grain Core-Loct. Looking forward to a satisfactory solution.

Chris Sanders

489830 Hwy 95 N

Sandpoint ID 83864

208-304-9403

Or....

Buffalo Arms Company

660 Vermeer Court

Ponderay ID 83852

208-263-6953

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6933

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 **Serial Number / Description**

SR00005047

G6752550

Date of Request: 11/29/2011

Date Printed: 11/29/2011

Model 700 RIFLE

Customer:

CHRIS SANDERS

BUFFALO ARMS CO

660 VERMEER CT

PONDURAY, ID 83852 US

Email: visiousbuck0100@yahoo.com

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 safety was released.cm

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

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00005047
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6933



ARS LABEL REQUEST FORM

DATE: 11/29/2011	Service Request # SR00005047
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:

CHRIS SANDERS
BUFFALO ARMS CO
660 VERMEER CT
SR00005047
PONDURAY, ID 83852 US
Email: visiousbuck0100@yahoo.com

RETURN ITEM TO:

ILN
Arms Services



4XX596 NOV 29, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066695620
REF 1: SR00005047
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 13.24		PUB+HANDLING 13.24

ATTN: Product Service #6933



06752550
R000 700
RE00250418

