

Remington Arms Co., Inc.
Product Service
Legal Case #:7386

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
259610	2/22/2012	2/8/2012	2/24/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dunham's	Attn: Pam	Dunham's	1600 Upper Valley Pike	Springfield	OH	45504		W 937-325-3205

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

2/8/12: Dealer called in. Consumer reported to them the rifle fired on the bolt closing - no date of the incident was given to the dealer. No injury or damage reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27094	G7086996	WF	8/26/2011 9:32:34 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DUNHAM S SPORTS	TWO PIECE BASE	U			

CONCERN: FIRED WITHOUT PULLING TRIGGER

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
Per Ilion - Replace TA, check over, test fire @ n/c - warranty						

Repair/Replacement Cost	Repair/Replacement Date
\$61	

2/10/12: Mailing ARS & forms. df 2/27/12: Per Ilion - Could not duplicate concern. To restore confidence in rifle, will replace TA, check over & test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/24/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		WF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

24"
WF8/11
4.54
.007

COPY

7386

February 9, 2012

Dunham's
Attn: Pam
1600 Upper Valley Pike
Springfield, OH 45504
Phone: 937-325-3205

Ref: # 7386, Model 700, Serial # G7086996

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

RECEIVED
FEB 27 2012
BY: _____

enclosure

Number: G7086996

Model: 700



RE00259610

could not duplicate concern.
To restore confidence in rifle
will replace TPA, check out
test fire at N/C

warranty

Model Number: 700 ADL Synthetic		Serial Number: G7086996	
Name: Dunham Sports 9185		Date of Purchase: 2-2-12	
Address (no PO Boxes): 1600 Upper Valley Pike			
City: Springfield, OH		State: OH	Zip: 45504
Phone (Daytime): 937-325-3205		Fax: 937-325-3010	
E-mail Address: N/A			
Please describe your problem: Once Ammo placed into chamber & lever is locked in place, Ammo is fired without trigger being used. (Customer's Gun)			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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. :: 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>			

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

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 SR00012551	Serial Number / Description G7086996 Model 700 RIFLE Caliber: 270	Date of Request: 02/10/2012 Date Printed: 02/10/2012
Customer: DUNHAM'S/ATTN: PAM 1600 UPPER VALLEY PIKE SPRINGFIELD, OH 45504 US Email:	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 # 7386

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

Receipt of transaction

Store: 9185

Dunhams Sports 9185

Page: 1

Date: 2/17/2012

Time: 4:09 PM

Customer Transaction Reprint

Customer Name:		Salesperson Id	Sale %
Customer #:		Register: 2	0
Tx #: 9781	Regular Sale	Drawer: 1	0
Date: 2/2/2012		Associate: 28896	0

SKU	Description	Quantity	Price	Extended
009450081	700ADL SCOPED COMB	1.00	429.99	429.99
	TX700 TX700 @	1.00	30.10	30.10
			Total Due:	460.09
	Cash	0.00		460.09
	Cash	0.00		0.00

Transaction Comments:



Pages 1 thru _____
Attached
DATE

TOTAL UNITS	TOTAL DUE



Original-Not Negotiable

Straight Bill of Lading

Short Form

Shipper's No. 188-368

Carrier's No.

(Name of Carrier)

RECEIVED. subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading.

at

20 12From 9155 Springfield

the property described below, in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated below, which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any of said property over all or any portion of said route to destination, and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all terms and conditions of the Uniform Domestic Straight Bill of Lading set forth (1) in Uniform Freight Classification in effect on the date hereof, if this is a rail or a rate-of-shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment.

Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading, set forth in the classification or tariff which governs the transportation of this shipment, and said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.

Consigned to

Destination

Route

Delivering Carrier

Mail or street address of consignee. For purpose of notification only.

State

Country

Car or Vehicle Initials

No.

FOR DC USE ONLY

No. Packages		Kind of Package, Description of Articles, Special Marks, and Exceptions	*WEIGHT (Subject of Correction)
		1 Gun to Remington For Repair	
		Remington 700	
		Serial # G7086946 POL 185-483 (Control 619573)	
		(Customer Gun)	
HM	CTNS	HAZARDOUS MATERIALS IN SHIPMENT ABOVE **EMERGENCY NOTIFY:CHEMTREC (800-424-9300)	WGT.
		Petroleum Naptha Flammable Liquid UN 1255	
		Liquid Petroleum Gas Flammable Gas UN 1075	
		Battery, Wet, Filled with Acid Corrosive UN 2794	
		Propellant Explosive Solid Class B Explosive UN 0161 1.3c	
		1 Set of Master Gun Log Documents Pg. thru Pg.	

Prepaid

Collect

Trailer No.

LTL Pro #

SPECIAL INSTRUCTIONS

Prepaid

Collect

Trailer No.

LTL Pro #

OUTBOUND CARTONS (FOR STORE USE ONLY)

#CTNS	DESCRIPTION	DEFINITION	ATF CONTROLLED WEAPON DETAIL (1 Serial No. per transaction)			
			Serial No.	Transaction	Serial No.	Transaction
	Interstore Transfers	Transfers shipping from your store to another store.	G7086946			
	DC Returns/ Restocks	Transfers shipping back to the DC to location '99.	OB # 153501			
	Defectives	Transfers shipping to defective location '90.	Control 619573			
	Misdirects					
	Wrong Shipping Label	Shipping label for your store but entire contents for another store.	Customer Gun			
	Incorrect Contents	Shipping label for your store but some contents for another store.				
	Label Correct	Shipping label for another store, but carton delivered to your store.				
	Mis-load					

If the shipment moves between two ports by a carrier by water, the law requires that the bill of lading state, whether it is carrier's or shipper's weight.

NOTE: Where the rates are dependent on value, shipper are required to state specifically the agreed or declared value of the property.

The agreed to declare value of the property is hereby specifically stated by the shipper to be not exceeding

per

The bills of lading used for this shipment conform to the specifications set forth in the box maker's certificate thereon, and all other requirements of Uniform Freight Classification.

Shipper, Per

Agent, Per

Permanent post-office address of shipper:

ARS LABEL REQUEST FORM

DATE:	02/10/2012	Service Request #	SR00012551
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

LABEL INFORMATION

MAIL LABEL TO:

DUNHAM'S/ATTN: PAM
1600 UPPER VALLEY PIKE
SPRINGFIELD, OH 45504 US
SR00012551

Email:

RETURN ITEM TO:

ILN

Arms Services

4XX596 FEB 10, 2012 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5969067884834 ALL CURRENCY USD
REF 1:SR00012551
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 9.69	PUB + HANDLING 9.69

ATTN: Product Service





