

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7816

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
277626	8/6/2012	7/27/2012	8/23/2012	7/26/2012			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jackson Hardware	Shaun Gunter	Jackson Hardwar	111 S. Main St.	Brundidge	AL	36010		W 334-735-2773

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in floor of truck	Cause:4038 Could Not Duplicate Concern			
S Gun discharged with no one around	Concern:1006 Unexplained Discharge Safe OFF		Unknown	
C				

7/27/12: Shaun Gunter at Jackson Hardware called in. He stated a consumer brought the rifle to them today & said the gun was loaded & on Fire when it discharged & shot a hole in the floor of their truck. Consumer said no one was in the truck when this happened. No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84364	G7156434	AG	3/16/2012 10:42:26 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS, LLC		U			

CONCERN:DISCHARGED IN HIS VEHICLE

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 @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

7/27/12: Mailing ARS & forms. df 8/23/12: Spoke w/Shawn at store. We agreed to replace TA, clean & test at no charge - goodwill gesture. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/21/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN VTR
	Date Code		AG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; 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	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---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.25#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

22  
AG3/12  
4.25#  
.90

COPY

7816

July 27, 2012

Jackson Hardware  
Attn: Shaun Gunter  
111 S. Main St.  
Brundidge, AL 36010  
Phone: 334-735-2773

**Ref: # 7816, Model 700, Serial # G7156434**

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility 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

Serial  
Number:

**G7156434**

**Model: 700**



**RE00277626**

RECEIVED  
AUG 22 2012

BY: .....

# 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> SR00025360	<b>Serial Number / Description</b> G7156434 Model 700 RIFLE Caliber: 308	<b>Date of Request:</b> 07/27/2012 <b>Date Printed:</b> 07/27/2012
<b>Customer:</b> JACKSON HARDWARE M/F: SHAUN GUNTER 111 S. MAIN ST. BRUNDIDGE, AL 36010 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 # 7816

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

Model Number: <b>700 VTR</b>		Serial Number: <b>G7156434</b>	
Name: <b>JACKSON HARDWARE</b>		Date of Purchase: <b>July 3, 2012</b>	
Address (no PO Boxes): <b>111 SOUTH MAIN STREET</b>			
City: <b>BRUNSDIGE</b>	State: <b>AL</b>	Zip: <b>36010</b>	
Phone (Daytime): <b>334 735-2773</b>		Fax: <b>334 735-2314</b>	
E-mail Address: <b>Shaun@TROYCABLE.NET</b>			
<p>Please describe your problem:</p> <p><i>The customer had the gun loaded with the safety OFF (He also has adjusted the trigger) and the gun discharged while it was in his vehicle.</i></p> <p>500 characters left</p>			
<p><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><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> <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> <p><input type="button" value="Print"/> <input type="button" value="Reset"/></p>			

## ARS LABEL REQUEST FORM

DATE:	07/27/2012	Service Request #	SR00025360
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](http://www.Remington.com)

## LABEL INFORMATION

**MAIL LABEL TO:**

JACKSON HARDWARE  
M/F: SHAUN GUNTER  
111 S. MAIN ST.  
SR00025360  
BRUNDIDGE, AL 36010 US  
Email:

**RETURN ITEM TO:**

ILN

Arms Services

4XX596 JUL 27, 2012 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 1Z4XX5969065942533 ALL CURRENCY USD  
REF 1:SR00025360  
REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 10.31		PUB+HANDLING 10.31

ATTN: Product Service









