

Remington Arms Co., Inc.
Product Service
Legal Case #:8118

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
290108	11/21/2012	11/5/2012	11/26/2012	11/3/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Spring Guns & Ammo	Attn: Ryan	Spring Guns & A	4401 Spring Cypress Rd.	Spring	TX	77388		W 936-444-3565
Incident		Allan	Jones	222 Lava Ln.	Conroe	TX	77385		H 713-449-7577

Incident Information

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

11/5/12: Ryan @ store called in. He stated their consumer, Allan Jones, bought the rifle from them about 2 months ago & the consumer said he had a FSR while hunting on 11/3/12. No injury, No damage. Consumer said his finger was no where near the trigger. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	84177	RR45325A	OG	7/23/2012 9:45:53 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	Spring Guns & Ammo		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
Per Ilion - Replace TA & test @ n/c - warranty	Repair/Replacement Cost	Repair/Replacement Date				
	\$51					

Per Ilion - Replace TA
& test @ n/c - warranty

Repair/Replacement Cost	Repair/Replacement Date
\$51	

11/5/12: Mailing ARS & forms to dealer. df 11/27/12: Per Ilion - Could not duplicate concern. To restore confidence in rifle, will replace TA, check over & test at n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/26/2012

Examination	Product Type	RF
	Action Type	A
	Assigned To	J.BALIO
Cause	4038	Could Not Duplicate Concern
Barrel	Description	24" 270 WIN
	Date Code	OG
	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	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---
	Notch	Like new; Functioning
	Tests	Test Fired
Feeding Test	False	False
Trigger	Condition	Like new; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	X-Mark Pro

Remington®

8118

November 5, 2012

405th
06-7/17
24th
012

Spring Guns & Ammo
Attn: Ryan
4401 Spring Cypress Rd.
Spring, TX 77388
Ph: 936-444-3565

Ref: # 8118, Model 700, Serial # RR45325A

Dear Ryan,

Enclosed is a prepaid UPS shipping label to cover shipment of the firearm to our factory for examination.

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.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7883

Serial
Number:

RR45325A

Model: 700



RE00290108

could not dup. concern.
to restore confidence in
rifle will rep. TPA, check
own + test at N/E

WARRANTY RECEIVED
NOV 27 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

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 SR00033962	Serial Number / Description RR45325A Model 700 RIFLE Caliber: 270	Date of Request: 11/05/2012 Date Printed: 11/05/2012
Customer: SPRING GUNS & AMMO ATTN: RYAN 4401 SPRING CYPRESS RD. SPRING, TX 77388 US Email: <i>ryan.sga@gmail.com</i>		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:

Please send Back to this Address

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 # 8118

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

Grand Total: \$.00

Print

Reset

Model Number: 700 SPS LH		Serial Number: RB45325A	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Allan Jones / CO1 Spring Guns & Ammo		Date of Purchase: 6/18/11	
Address (no PO Boxes): 222 Laura LN			
City: Conroe		State: TX	Zip: 77385
Phone (Daytime): 713/449/7577 (Spring Guns 936/444-3565)		Fax: 281-288-9932	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Ryan.Sga@gmail.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: Customer said that he had sighted in gun, fired approx. 40 rds through it with no problems. Took it out to hunt, loaded the chamber, turned safety into "Fire" mode and it discharged as soon as the safety clicked over. He claims that his finger fingers & hands were clear of the Trigger & Trig Guard. 500 characters left			
Ammunition Information:			
Manufacturer: unknown		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
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:
How often do you clean the bore? (Months or Number of rounds) 20-30 rds
How often do you clean the action? (Months or Number of rounds) —
How often do you clean the trigger assembly? (Months or Number of rounds) —
Brand of lubricant used: —
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 type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to: Brand new Gun, has not been serviced.
<input type="checkbox"/> 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. :: 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.

:: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

ARS LABEL REQUEST FORM

DATE: 11/05/2012	Service Request # SR00033962
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:

SPRING GUNS & AMMO
 ATTN: RYAN
 4401 SPRING CYPRESS RD.
 SR00033962
 SPRING, TX 77388 US
 Email:

RETURN ITEM TO:

ILN

Arms Services

4XX596 NOV 5, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066819006 ALL CURRENCY USD
 REF 1:SR00033962
 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 0.60
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 10.88		PUB+HANDLING 10.88

ATTN: Product Service





