

Remington Arms Co., Inc.
Product Service
Legal Case #:8401

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
295421	1/8/2013	12/27/2012	1/18/2013	12/26/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Mullins	18055 Lovers Ln	Gordonsville	VA	22942		H 540-832-2330 E tmullins@colpipe.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot through house	Cause:4038 Could Not Duplicate Concern			
S	Concrrn:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				

12/27/12 Per call from Mullins, he bought a new 700 youth model for his daughter for Christmas. They took it out to fire it yesterday and loaded 3 rounds. He chambered a round and shot the target. He laid the rifle down and they looked at the target then he grabbed the rifle and ejected the round, cycled another and it fired when closing the bolt on the round. It shot through his brother's house. When he pulled the bolt out the firing pin was not stuck out. The box that the rifle was in had a sticker labeled "Display" on it. His daughter does not want this rifle back. He is going to have to repair his brother's wall.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27092	RR39187A	WG	8/24/2012 1:40:02 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART SUPERCENTER 1486	SCOPE,RINGS,TWO PIECE BASE	Y

CONCERN: FBC

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
Can replace TPA and test to restore confidence						

Repair/Replacement Cost	Repair/Replacement Date
46.04	1/18/2013

12/27/12 Emailing ARS.cm 1/11/13 Left voice message for Mullins with inspection info. Can replace TPA and test to restore confidence but would not refund or replace as there are no defects found and could not duplicate incident.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
	Description		20" 243 WIN
	Date Code		WG

Barrel	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	Like new; 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	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8401

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 SR00039619	Serial Number / Description RR39187A Model 700 RIFLE Caliber: 243	Date of Request: 12/27/2012 Date Printed: 12/27/2012
Customer: TIM MULLINS 18055 LOVERS LN GORDONSVILLE, VA 22942 US Email: tmullins@colpipe.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
Prod Serv #8401

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

RR39187A

Model: 700



RE00295421

RECEIVED
JAN 10 2013

BY:.....

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

ST# 1486 OPH 00007107 TE# 77 TR# 04362

BACKGRND CHK 060538873547S 2.00 H
CSM 00008450 JONATHAN AND 72
RIFLE 004770027092S 417.00 AD
SUBTOTAL 419.00

UNIQUE NUM

CASH TEND 350.00
SALES TAX 1 20.85
TOTAL 439.85

UNIQUE NUM

DEBIT TEND 89.85
CHANGE DUE 0.00

EFT DEBIT PAY FROM PRIMARY

89.85 TOTAL PURCHASE

ACCOUNT # ***** REDACTED

EXPIRATION DATE 1411

REF # 234000753463

NETWORK ID. 0056 APPR CODE 538167

TERMINAL # 08010427

12/05/12 13:19:09

TC# 2679 4812 4423 1605 5389 2

12/05/12 13:19:12

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# SR00039619
14 Hocfler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #8401



ARS LABEL REQUEST FORM

DATE:	12/27/2012	Service Request #	SR00039619
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mittchells	email address:	Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

TIM MULLINS
18055 LOVERS LN
GORDONSVILLE, VA 22942 US
SR00039619

Email: tmullins@colpipe.com

RETURN ITEM TO:

ILN

Arms Services

4XX596 DEC 27, 2012 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5969067913258 ALL CURRENCY USD
REF 1:SR00039619
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 1.00
DC 0.00 DGD 0.00
AH 0.00 PR 0.00 ROD 0.00
TOT PUB CHG 10.23 PUB + HANDLING 10.23

ATTN: Prod Serv #8401







