

Remington Arms Co., Inc.
Product Service
Legal Case #:7831

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
279244/279232	8/20/2012	8/6/2012	8/22/2012	8/5/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Judy	Peebles	98 E. Lake Rd	Fenton	MO	63026		H 636-434-4259

Incident Information

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

8/6/12 Per call from Judy, she loaded her 700 yesterday and when she pushed the bolt handle down it fired. She does not know if the safety was on or not. She has another 700 that was purchased at the same time that she wants inspected also.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25793	G6810666	EC	10/22/2008 10:39:35 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
2/1/2011	WILLIAMS SHOOTERS SUPPLY		Y			

CONCERN:FBC

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	G7031443	BF	1/7/2011 10:39:34 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLENN ZANDERS FUR & SPORT		U			

CONCERN: INSPECT TO INSURE SAFETY

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
Replace TPA, check, test at no charge to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	105.86	8/27/2012				

8/6/12 Will fax ARS labels for both 700 rifles to come in for inspection.cm 8/27/12 Per Ilion, could not duplicate concern. Can offer to replace TPA, check, test at no charge to restore confidence.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/22/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPRG

Barrel	Date Code		EC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.012
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.25#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/22/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Barrel	Description		22" 3006 SPRG
	Date Code		BF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	

	Handle	Like new; Functioning	
	Stop	Like new; Functioning	SLUGGISH
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	---Select---	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Remington.

22"
EC 10/08
4.25"
.012

August 6, 2012

7831

Judy and James Peeples
98 E. Lake Rd
Fenton, MO 63026

Subject: Case # 7831 Model 2 x 700's, SR#'s 25913 & 25917

Dear Mr. and Mrs. Peeples,

I am sorry to hear of the problem you have had with your Remington firearm. Please include a copy of this letter with each firearm as well as the Service Request form. Please put Service Request #25913 inside the box with serial #G6810666 and put Service Request #25917 with G7031445. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
AUG 27 2012

BY: _____

Serial
Number:

G6810666

Model: 700



RE00279244

Could not duplicate concern,
can offer to replace TRP, check
over & test fire to restore
confidence in rifle.

~~Handwritten signature~~
#230145

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 25852

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7831

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 SR00025913	Serial Number / Description G6810666 * Model 700 RIFLE	Date of Request: 08/06/2012 Date Printed: 08/06/2012
Customer: JUDY AND JAMES PEEPLES 98 E. LAKE RD FENTON, MO 63026 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
Prod Serv #7831. Fired when closing bolt.cm

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

Sales Invoice

DENNIS SPORTING GOODS
#1 GRAVOIS ROAD
FENTON, MO 63026

Phone: 636-343-9447 Fax: 636-343-8051

Remit To: DENNIS SPORTING GOODS
1 GRAVOIS RD.
FENTON, MO 63026

Invoice Number	AAM021563-AM02	Invoice Date	2/18/2011	P.O. Number	
Print Date	2/18/2011	Request Date	2/11/2011	Employee	CT
Customer Number	6363434259	Cancel Date	2/11/2011	Sales Person	DJD

To: JAMES RUSSELL PEEPLES
98 E. LAKE RD.
FENTON, MO 63026

Ship To: JAMES RUSSELL PEEPLES
98 E. LAKE RD.
FENTON, MO 63026

Ship Via:

Phone:

Terms: NET 30

D	Qty	Unit	Keyin Code	Vendor	Mfg Number	Description	Color	Size	Price	Total
	2	EA	04770025793	REM	25793	700BDL CUSTOM DELUXE		30/06	\$710.00	\$1,420.00
			SN: G6810666, G7031443							
B	1	EA	73430790197	LEE PN	90197	SHELL HOLDER SET			\$28.79	\$28.79
B	1	EA	73430790524	LEE PN	90524	SHELL HOLDER			\$3.59	\$3.59

Subtotal \$1,452.38

Tax \$107.84

Total \$1,560.22

PAID BY VISA

\$1,560.22

Remington.

7831

August 6, 2012

22"
BF1/11
4.5#
.011

Judy and James Peebles
98 E. Lake Rd
Fenton, MO 63026

Subject: Case # 7831 Model 2 x 700's, SR#'s 25913 & 25917

Dear Mr. and Mrs. Peebles,

I am sorry to hear of the problem you have had with your Remington firearm. Please include a copy of this letter with each firearm as well as the Service Request form. Please put Service Request #25913 inside the box with serial #G6810666 and put Service Request #25917 with G7031443. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly. Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
AUG 27 2012

BY:

Serial
Number:

G7031443

Model: 700



RE00279232

could not duplicate concern.
~~contacted~~ to replace PPA, check on
+ rest to restore confidence in
 rifle

warranty

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 25855

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7831

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 **Serial Number / Description**

SR00025917

G7031443

Model 700 RIFLE

Date of Request: 08/06/2012

Date Printed: 08/06/2012

Customer:

JUDY AND JAMES PEEPLES

98 E. LAKE RD

FENTON, MO 63026 US

Destination:

Arms Services

14 Hoefler Ave

Ilion, NY 13357 US

Email:

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 #7831. This rifle was purchased same time as SR25913. They want it inspected to ensure it won't fire accidentally.cm

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

Sales Invoice

DENNIS SPORTING GOODS
#1 GRAVOIS ROAD
FENTON, MO 63026
Phone: 636-343-9447 Fax: 636-343-8051

Remit To: DENNIS SPORTING GOODS
1 GRAVOIS RD.
FENTON, MO 63026

Invoice Number AAM021563-AM02
Print Date 2/18/2011
Customer Number 6363434259

Invoice Date 2/18/2011
Request Date 2/11/2011
Cancel Date 2/11/2011

P.O. Number
Employee SP
Sales Person DJD

To: JAMES RUSSELL PEEPLES
98 E. LAKE RD.
FENTON, MO 63026

Ship To: JAMES RUSSELL PEEPLES
98 E. LAKE RD.
FENTON, MO 63026

Ship Via

Phone:
Terms: NET 30

D	Qty	Unit	Keyin Code	Vendor	Mfg Number
	2	EA	04770025793	REM	25793
			SN: G6810366, G7031443		
B	1	EA	73430790197	LEE PN	90197
B	1	EA	73430790524	LEE PN	90524

Description	Color	Size	Price	Total
700BDL CUSTOM DELUXE		30/06	\$710.00	\$1,420.00

SHELL HOLDER SET
SHELL HOLDER

\$28.79 \$28.79
\$3.59 \$3.59

Subtotal \$1,452.38
Tax \$107.84
Total \$1,560.22
\$1,560.22

PAID BY VISA

ARS LABEL REQUEST FORM

DATE:	08/06/2012	Service Request #	SR00025917
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
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LABEL INFORMATION

MAIL LABEL TO:	JUDY AND JAMES PEEPLES 98 E. LAKE RD FENTON, MO 63026 US SR00025917 Email:
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RETURN ITEM TO:	ILN Arms Services
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4XX596	AUG 6, 2012	ACT WT 10.0 LBS #PK 1
SVC GNDCOM	BL WT 10.0 LBS	
TRACKING# 1Z4XX5969067174422		ALL CURRENCY USD
REF 1:SR00025917		
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: Prod Serv #7831

ARS LABEL REQUEST FORM

DATE:	08/06/2012	Service Request #	SR00025913
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles		email address: Christy.Mitchell@remington.com

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

LABEL INFORMATION

MAIL LABEL TO:	JUDY AND JAMES PEEPLES 98 E. LAKE RD FENTON, MO 63026 US SR00025913 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 AUG 6, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066355943 ALL CURRENCY USD
 REF 1:SR00025913
 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: Prod Serv #7831

TRANSMISSION VERIFICATION REPORT

TIME : 08/06/2012 12:20
NAME :
FAX : 3365487823
TEL :
SER.# : BRO00J148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

08/06 12:19
16363431852
00:01:23
00
NG
STANDARD

NG: POOR LINE CONDITION

*8/6 Put in mail. 2nd
attempt no good. m*

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Judy & James Peoples Date: 8/6/12

Company: _____ From: _____

Fax No.: 636-343-1852 Fax No.: _____

Phone No.: _____ Phone No.: _____

Number of pages including Cover Sheet: _____

COMMENTS:

Remington®

FACSIMILE TRANSMITTAL SHEET

To: Judy & James Peoples Date: 8/6/12
Company: _____ From: _____
Fax No.: 636-343-1852 Fax No.: _____
Phone No.: _____ Phone No.: _____

Number of pages including Cover Sheet: _____

COMMENTS:

PRIVILEGED AND CONFIDENTIAL

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Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com

JUDY AND JAMES PEEPLES
98 E. LAKE RD
FENTON MO 63026

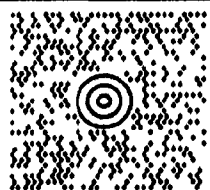
10 LBS

1 OF 1

RS

SHIP TO:

PROD SERV #7831
ARMS SERVICES
14 HOEFLER AVE
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6635 5943



BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICE

REF 1:SR00025913

W8 16.0.16 Zebra ZP 8er 30.0A 07/2012



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JUDY AND JAMES PEEPLES
98 E. LAKE RD
FENTON MO 63026

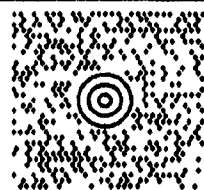
10 LBS

1 OF 1

RS

SHIP TO:

PROD SERV #7831
ARMS SERVICES
14 HOEFLER AVE
ILION NY 13357

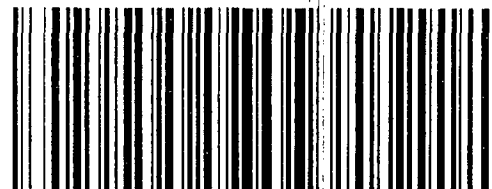


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6717 4422



BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICE

REF 1:SR00025917

W8 16.0.16 Zebra ZP 8er 30.0A 07/2012



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PS 25862



