

Remington Arms Co., Inc.
Product Service
Legal Case #:7382

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
259627	2/23/2012	2/8/2012	2/24/2012	12/28/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ryan	Thurber	139 Swartzlander Ln.	Fenelton	PA	16034		W 724-283-1612 C 412-855-0312 E thurbermr@embarqmail.com

Incident Information

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

2/8/12: Customer called in. He was using rifle on 12/28/11 & had a FSR. No injury or damage reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	84368	G6862314	KD	5/7/2009 7:27:01 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	W L BAUMLER CO		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 @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$51					

2/8/12: Mailing ARS & forms. Box order# 1307238. df 2/27/12: Per Ilion - Could not duplicate concern. As a goodwill gesture to restore confidence in rifle - will replace TA, check over & test fire @ n/c. 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		22" 243 WIN VTR MB
	Date Code		KD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; 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	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

22"
KDS/09
3#
.005

7382

COPY

February 8, 2012

Ryan Thurber
139 Swartzlander Ln.
Fendelton, PA 16034
Phone: 412-855-0312

Ref: # 7382, Model 700, Serial # G6862314

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

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

Serial Number:

G6862314

Model: 700



RE00259627

could not duplicate concern
As a Good-Will Gesture to restore
confidence in rifle will replace
TPA, check over test ATXK

#260924

Model Number: 700		Serial Number: G6862314	
Name: Ryan Thurber		Date of Purchase: 04-2011	
Address (no PO Boxes): 139 Swartzlander Ln			
City: Fenelon		State: PA	Zip: 16034
Phone (Daytime): 724-283-1612		Fax:	
E-mail Address: thurbermr@embargmail.com			
Please describe your problem: Misfired when safety switch was moved from 'Safe' to 'Fire'			
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	Serial Number / Description	Date of Request:	02/08/2012
SR00012275	G6862314	Date Printed:	02/08/2012
	Model 700 RIFLE Caliber: 243		

Customer:
RYAN THURBER
139 SWARTZLANDER LN.
FENELTON, PA 16034 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

Product Service # 7382 - FSR

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

ARS LABEL REQUEST FORM

DATE: 02/08/2012	Service Request # SR00012275
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
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LABEL INFORMATION

MAIL LABEL TO:	RYAN THURBER 139 SWARTZLANDER LN. FENELTON, PA 16034 US SR00012275 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 FEB 8, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969065557334 ALL CURRENCY USD
 REF 1:SR00012275
 REF 2:

HANDLING CHARGE 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 8.69	PUB + HANDLING 8.69

ATTN: Product Service





