

Remington Arms Co., Inc.
Product Service
Legal Case #:8245

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
295116	1/4/2013	11/29/2012		11/29/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Sid	Wilson	357 30 Rd	Ponca City	OK	74604		E osage1954@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI bruised thumb				
PD shot through floorboard and transmission	Cause:4038 Could Not Duplicate Concern Concern:1020 Fired on Bolt Opening			U
S				
C				

11/29/12 Per call from Wilson, his 700 SPS Tactical fired when he went to unload it. He was standing outside his pick-up and it fired through the floorboard and transmission. He has about \$3000 damage to his truck.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84207	G6702647	EB	10/26/2007 8:32:57 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT CENTER NORT		Y			

CONCERN: FBC

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
Repair/Replacement Cost	Repair/Replacement Date					

11/29/12 Emailing ARS.cm 1/10/13 Emailed S. Earl to ship to D. Watkins for inspection. Called Wilson for additional info on the incident. He said the safety was on, and he touched the safety to move to fire and just the touch caused it to fire. It had not moved to the fire position. He had not pulled the trigger prior to that while the safety was on.cm 1/24 The firearm was returned to Ilion since the address they listed was wrong. I gave them the correct address for E-town and asked them to ship it. On 1/28 it still had not shipped so I asked that they ship it one day air.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	THE SEAR SPRING IS NOT POSITIONED CORRECTLY UNDER THE SEAR. SEE PHOTO
Barrel	Description		20" 308 HB
	Date Code		EB
	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	DIRTY
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Repair Number: RE00295116	Serial: G5702647 Model 700 RIFLE Caliber: 308 WIN Produced: 10/26/2007 SKU: 84207	Repairman: _____
Verify Repair: <input type="checkbox"/>	8245	Status: New: 11/30/2012 9:46:31 AM

ADDRESS INFORMATION			
Customer	<input checked="" type="checkbox"/> Received from	Return To	<input type="checkbox"/> Received from
Name: SID WILSON		SID WILSON	
Address 1: 357 30 RD		357 30 RD	
Address 2: _____ PO Box: _____		_____ PO Box: _____	
City: PONCA CITY		PONCA CITY	
State: OK Zip Code: 74604 Country: US		OK Zip Code: 74604 Country: US	
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Contact / Condition Problems Estimate History / Status Shipping / Billing			

Contact Information	Received Condition	Accessories Received																																	
Phone: _____	Good	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">Code</th> <th style="width: 60%;">Desc</th> <th style="width: 20%;">Qty</th> </tr> </thead> <tbody> <tr> <td>AD07</td> <td>With Stud</td> <td>2</td> </tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>	Code	Desc	Qty	AD07	With Stud	2																											
Code	Desc	Qty																																	
AD07	With Stud	2																																	
Fax: _____	Condition Notes: _____																																		
Email: osage1954@yahoo.com	CSR Notes: Prod Serv #5245																																		
Comments: _____																																			

[Refresh](#)
[Close](#)

G6702647
Model: 700



RE00295116

RECEIVED
JAN 09 2013

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# SR00036958
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #8245



ARS LABEL REQUEST FORM

DATE: 11/30/2012	Service Request # SR00036958
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelless	
email address:	

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

MAIL LABEL TO:	SID WILSON 357 30 RD PONCA CITY, OK 74604 US SR00036958 Email: osage1954@yahoo.com
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 30, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065594599
 REF 1:SR00036958
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 1.00
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 11.38	PUB+HANDLING	SP 0.00
		11.38

ATTN: Prod Serv #8245

ARS LABEL REQUEST FORM

DATE: 12/03/2012	Service Request # SR00036958
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	
email address:	

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

SID WILSON
357 30 RD
PONCA CITY, OK 74604 US
SR00036958

Email: osage1954@yahoo.com

RETURN ITEM TO:

ILN

Arms Services



ATTN: Prod Serv #8245

4XX596 DEC 3, 2012 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066337696
REF 1: SR00036958
REF 2:
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
av 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.38 PUB+HANDLING 11.38







