Remington Arms Co., Inc. Product Service

			Legal Case #:8146		
Case Information	1		2082 0200 11.01 10		
RE# Date	Opened Dat	te Opened(PS)	Date Closed	Incident Date	Pre Lit Lit Obsolete
	· ·	11/12/2012	·		
Customer Inform	ation				
Type Busi	ness First Name	Last Name	Street	City State Zip	Age Contact
Incident	Jim	Bowers	202 Thistlebown Rd	Enid OK 7370	3 H 580-747-6327
Incident Informa	tion				
Clai	ms	Co	odes [Repair Est. Medical	Treatment Medical Status
PI					
PD		Cause:4079 Ot	her - Unexamined	** 1	,
S Fired when released	safety was	Concern:1007 Fir	red on Safe Release	Uni	known
C					
11/12/12 Per cal	from Bowers, the	1st time he used i	t, it fired when he releas	sed the safety. This ha	ppened a long time ago. He
			uch since. He later said		
	. •		and the state of t		
Firearm Informa	tion	Trme	Model/Ga.	SKU	Serial Bbl. DOM
Mfg. Remingto	an	Type CF/BA	700/243 WIN	n/a	Seriai Bui. Doivi
Date Purch		e Purchased	Accessories	Original Owner	
				Y	
·		At the same at the same to the			AND 18 10 10 10 10 10 10 10 10 10 10 10 10 10
Ammunition Inf	ormation - None De	efined			
Other Products 1	nformation - None	Defined			
Settlement					
		F	Remington/700/CF/BA	•	
Settlement I	Release of Claims	Release	Date Reimburse	ment Cash Settlement	Reim. Date Cash Date APV APV
Re	epair/Replacement Cost	Repair/Rep Dat			
11/12/12 Mailin	g ARS.cm				
Examination[Re	mington/CF/BA]				

Code

Sub-Part

Part

Comment

ARS LABEL REQUEST FORM

DATE:	11/12/2012	Service Request #	SR00034674
QUANTITY:	I	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles	email address:	
Ducinosa			
Business:		Remington Service PO Box 700 Madison, NC 27025-0700	
		www.Remington.com	

LARFI INFORMATION

	LADEL INI ONWATION
MAIL LABEL TO:	JIM BOWERS 202 THISTLEBOWN RD ENID, OK 73703 US SR00034674 Email:
RETURN ITEM TO:	ILN
	Arms Services



4XX596 NOV 12, 2012 ALL CURR USD SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969067849355 REF 1:SR00034674 1 OF 1 REF 2:
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00 DGD 0.00
PR 0.00 SVC T/P USD RS 0.50 DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 10.88 SP 0.00 10.88 PUB+HANDLING

ATTN: Prod Serv #8146

Remington Arms Co., Inc. Product Service Legal Case #:7128

Case Information RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete 252879/253151 1/7/2012 1/9/2012 1/18/2012 12/21/2011 Customer Information Last Name Zip Type Business First Name Street City State Contact Age 1091 Sunray Dr H 434-660-7368 Incident Brent Bowles Forest 24551 Incident Information Claims Codes Repair Est. **Medical Treatment Medical Status** PΙ PD Cause:4015 Improper Maintenance Unknown S Fired when opening bolt Concern:1020 Fired on Bolt Opening 12/21/11 Per call from Bowles, he recently fired his 700 with serial number starting "B" and it fired when he was unloading, opening the bolt, safety off.cm Firearm Information Model/Ga. SKU Bbl. DOM Mfg. Type Serial CF/BA 700/3006 SPRG B6220027 KA 5/27/1980 Remington n/a Date Purchased Where Purchased Accessories Original Owner JC PENNEY STATESVILLE NC N CONCERN: FIRED WITHOUT TOUCHING TRIGGER Model/Ga. SKU Serial Bbl. DOM Mfg. Type 6/5/1978 700/3006 SPRG Remington CF/BA n/a A6618669 PQ **Date Purchased** Where Purchased Accessories Original Owner J C PENNEY STATESVILLE NC TWO PIECE BASE N CONCERN: FOB Ammunition Information - None Defined Other Products Information - None Defined Settlement Remington/700/CF/BA Reim. Cash Cash Settlement Release of Claims Release Date Reimbursement Date Date Settlement APV APV Per Ilion, for both rifles, replace TPA, clean, test fire at BLSM program price Repair/Replacement Repair/Replacement Date Cost 60.80 1/18/2012 12/21/11 Mailing boxes and ARS label from Corporate.cm 1/18/12 Regarding ser # ending in 027, the repairman could not duplicate the concern. The trigger assm was dirty and sticky. Replace TPA, clean, test fire at BLSM program price. Regarding ser # ending in 669, the repairman notated that the trigger assm was very dirty and sticky. Parts work sluggish. Replace TPA, clean, test fire at BLSM program Examination[Remington/CF/BA] Sub-Part Code Part Comment **B.TRAVIS** Examiner 1/9/2012 Exam Date Examination Product Type Action Type

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7128&Type=Case

1/18/2012

	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22"-3006 SPRG
	Date Code	1	PQ
	Bore Plugged	False	
 D1	Bulged	False	=
Barrel	Fired	False	Ť
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	¬ · · · · · · · · · · · · · · · · · · ·
	Condition	Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	·
	Stop	Slightly Worn; Not Functioning	
·	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Not Functioning	
Overall .	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description	<u> </u>	M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
· · · · · · · · · · · · · · · · · · ·	Lift	Select	.010
Sear	Notch	Slightly Worn; Functioning	
	Tosts	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,PARTS WORK SLUGGISH WILL FOLLOW DOWN
Trigger	Pull	Select	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7128&Type=Case

1/18/2012

	Examiner		B.TRAVIS
	Exam Date		1/9/2012
Examination_	Product Type		RF.
	Action Type	•	A
	Assigned To		T.NAGLE
Cause -	4015	Improper Maintenance	
	Description		22" 3006 SPRG
	Date Code		KA
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
•	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	· · ·
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	·
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
D '	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
Safety	Function	Like new, Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.010
Sear ·	Notch	Slightly Worn; Functioning	
	Tools	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	DIRTY,STICKY,PARTS WORK SLUGGISH
Tulasas	Pull	Select	6#
Trigger	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

December 21, 2011



Brent Bowles 1091 Sunray Dr Forest, VA 24551

Subject: Case # 7128, 2 x Model 700's barrel, SR# 7281 & 7282

Dear Mr. Bowles,

Please include a copy of this letter with each firearm as well as the Service Request form. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm 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

B6220027 Model:

could not duplicate concern. T.A. Linty esticky. Replace TPA, chara tost firmunden BLY Con \$ 20. 456 %

JAN 1 6 2012

Quate

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

Model Number: 700	Serial Number: 8622	0027
Are you the original owner?: YES NO		
Hame: Brent Bowles o	Date of Purchase: GR	+ ?
Address (no PO Boxes): 1091 Sunra	y Dr.	
city: Forest	State: VA	zip: 24551
Phone (Daytime): 434 660 - 7368	Fax:	
E-mail Address:(if e-mail address is provided, notification sent) breatbowles 74@yahoo.com		9
E-mail Address:		
Twould like to receive future e-mail updates from Rer	nington.	
Please describe your problem and date of occurrence		
Gun fired without touching	the trigger.	
		· •
THE PROPERTY OF THE PROPERTY O		
energy personal representation of the control of th	•	,
500 k characters left	e de la companya de l	<u>최</u>
Ammunition Information:		-
Manufacturer. Remington	Type: Core Lock	. 180
Other (i.e. bullet weight/type, shall size, powder):	* ** ** ** * * * * ** ** * * * * * * *	
Hendload Information:		
Powder Used:	Powder Weight	
Case/Huli Used:	Primer Usea:	
Bullet Type/Shot Size:	Reloader Used:	

Service Request

Remington Service PO Box 700

Madison, NC 27025-0700

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: 12/21/2011 SR00007282 B622027 Printed: 12/21/2011 Date Model 700 **Customer:** Destination: **BRENT BOWLES** Arms Services 1091 SUNRAY DR 14 Hoefler Ave FOREST, VA 24551 US Ilion, NY 13357 US Email: Christy 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 Fired when opening bolt

Parts And Service Details **Type**

Material

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

Firearms Care (Cleaning and Lubrication): WD 40
Brand of cleaning solution used: Remington Bone Cleaner
How often do you clean the bore? (Months or Number of rounds) Once a year
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 Jubricant used: WD. 40
How often do you luoricate 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? YES NO
When was the last time that your lirearm was serviced by a Remington authorized repairment/gunsmith?)
What were the services performed?)
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illon, NY 13357
③WARNING: 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 SEPÄRATE 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.

22"

7128

December 21, 2011



Brent Bowles 1091 Sunray Dr Forest, VA 24551

Subject: Case # 7128, 2 x Model 700's barrel, SR# 7281 & 7282

Dear Mr. Bowles,

Please include a copy of this letter with each firearm as well as the Service Request form. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm 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

A6618669

[Model: 700

T.A. very dirty+sticky , sands work shiggish . Suphace TPA, clean+test Gre under 1869

DEGET 22 + 5 4 P DIAN 1 6 2012 D Q

BY:....

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

ARS LABEL REQUEST FORM

DATE:	12/21/2011	Service Request #	SR00007282
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelics	email address:	Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

BRENT BOWLES 1091 SUNRAY DR FOREST, VA 24551 US SR00007282

Email: Christy

RETURN ITEM TO:

ILN

Arms Services



4XX696 DEC 21, 2011 ACT WT 10.0 LBS #PK 1 SVC GNDCOM BL WT 10.0 LBS #PK 1 TRACKING# 1Z4XX5969067841675 ALL CURRENCY USI REF 1:SR00007282 REF 2: ALL CURRENCY USD

PUB+HANDLING 9.04

HANDLING CHARGE 0.00 FRT: 3RD SVC T/P USD RS 0.60 SHIPMENT PUB RATE CHARGES: DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 9.04 COD 0.00 DGD 0.00 ROD 0.00 PR 0.00

ATTN: Product Service #7128

ARS LABEL REQUEST FORM

R PACKAGE: 10 LBS
Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

BRENT BOWLES 1091 SUNRAY DR FOREST, VA 24551 US SR00007281

Email: Christy

RETURN ITEM TO:

ILN

Arms Services



4XX596 DEC 21, 2011 ACT WT 10.0 LBS #PK 1 SVC GNDCOM BL WT 10.0 LBS TRACKING# 1Z4XX5969066398086 ALL CURRENCY USD REF 1:SR00007281 REF 2:

HANDLING CHARGE 0.00 FRT: 3RD SHIPMENT PUB RATE CHARGES: SVC T/P USD 0.00 RS 0.50 DC 0.00 PR 0.00 RS 0.00 RAH 0.00 PR 0.00 RS 0.00 ROD 0.00 RS 0.00 ROD 0.00 RS 0.00 RS 0.00 PUB+HANDLING 9.04

ATTN: Product Service #7128











