Remington Arms Co., Inc. **Product Service** Legal Case #:8261

Case Information

Pre Lit Lit Obsolete **Incident Date** RE# **Date Opened** Date Opened(PS) **Date Closed** 296677 1/15/2013 12/3/2012 1/21/2013 11/24/2012

Customer Information

Contact Last Name Street City **Business** First Name State Zip Age Type H 906-399-4022 Incident Joe Caron 4340 18th Rd. Escanaba MI 49829

Incident Information

Medical Medical Claims Codes Repair Est. Treatment Status

PΙ

Could Not Duplicate Shot hole in cement wall Cause: 4038 @ camp

Concern Unknown

S FSR Concern: 1007 Fired on Safe Release

C

12/3/12: Customer called in. He stated he had a FSR while unloading rifle on 11/25/12 & shot a hole in cement wall at his camp. He said it scared him badly & he wants to know how we are going to compensate him for the hole in the wall. df

Firearm Information

Mfg. Remington

Type CF/BA

Model/Ga. 700/3006 SPRG SKU n/a

Serial Bbl. DOM

A6778168 KV 5/25/1979

Date Purchased

Where Purchased

Accessories

Original Owner

N

OSCAR ROBBINS PITTSBURGH PA

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Release of Claims Settlement

Release Date

Reimbursement

Cash Settlement Reim. Cash Date Date APV APV

Bolt Lock Modification at n/c goodwill gesture

> Repair/Replacement Repair/Replacement Cost Date

12/3/12: Mailing ARS & forms. Box order# 1412567. df 1/21/13: I spoke w/customer, went over exam findings and offered to do the BLM at no charge - goodwill gesture. Customer stated he would like to have the BLM done. Customer did not ask for wall repair compensation during our conversation on the phone. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
Examination	Exam Date		1/16/2013
	Product Type		RF

l	A.C. T	i	
	Action Type]	A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	Trigger has to be pulled with safety off to fire
Barrel	Description		22" 3006 SPRG
	Date Code		KV
	Bore Plugged	False	<u>_</u>
	Bulged	False	<u>]</u>
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	Ī
	Block Condition	Select	7
Locking	Lug Condition	Slightly Worn; Functioning]
	Notch Condition	Select	Ī
	Exterior Condition	Slightly Worn; Functioning	Ţ
Overall	Stock Condition	Slightly Worn; Functioning	7
	Fore End Condition	Select	
n .	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	7
0.64	Description		BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
<u>"</u>	Lift	Select	.012
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	Ī
	Pull	Select	5#
Trigger	Altered	False	SEALANT PRESENT, CLEAN, NO RUST
	Sub-Assembly	M/700 Bolt Lock	

Remington®

22" xus/79 5#

8261

December 3, 2012

Joe Caron 4340 18th Rd. Escanaba, MI 49829 Phone: 906-399-4022 > Rotur Address

Ref: #8261, Model 700, Serial # A6778168

Dear Mr. Caron,

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

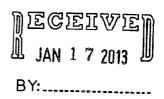
Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686

Fax: 336-548-7883





Service Request

Remington Service

12/03/2012

12/03/2012

Date of Request:

Printed:

Date

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.

SR00037175

Serial Number / Description

A6778168

Model 700 RIFLE

Customer:

Email:

JOE CARON 4340 18TH RD

ESCANADA, MI 49829 US

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

Product Service # 8261. dmf

THE CONSUMER STATES THAT THE GUN HAD A FSR

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: Est Sales Tax: .00 .00

Grand Total:

\$.00

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Reset

Model	Serial				
Number: 30-06	Number: A6778168				
Are you the original owner?: ☐ YES ☐ NO					
Name: Joe Coron	Date of Purchase:				
4340 Ru R Address (no PO Boxes):					
City: Escanaba	State: MI Zip: 498Z9				
Phone (Daytime): 906-399-4022	Fax:				
E-mail Address: (if e-mail address is provid					
be sent) Carony @ forms					
E-mail A					
Please describe your proble	m and date of occurrence:				
Date : NOV. 24. 2012					
Before unloading 50-06,	Satety was positioned to				
fire due to safety bolt lock	e. While positioning to				
fire the gun discharged t	we amunition in the				
fire the gun discharged the amunition in the Chamber Shooting hole into Camp block wall,					
500 characters left					
Ammunition I	nformation:				
Manufacturer: Remington	Type: 50-06 SPR6 R-P				
Other (i.e. <u>bullet wei</u> powder):	ght/type, shot size,				
Handload in	formation:				
Powder Used:	Powder Weight:				
Case/Hull Used:	Primer Used:				
Bullet Type/Shot Size:	Reloader Used:				
Firearms Care (Cleaning and Lubrication):					

http://www.remington.com/asp/factory_repair_form.asp

8/25/2011

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) 3 counds
How often do you clean the action? (Months or Number of rounds) _ろ へらんりら
How often do you clean the trigger assembly? (Months or Number of rounds)
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds) 3 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) 3
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 firearm was serviced by a Remington authorized repairman/gunsmith?) Wester
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:
** *
☐ 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.
:: 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

http://www.remington.com/asp/factory_repair_form.asp

8/25/2011

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

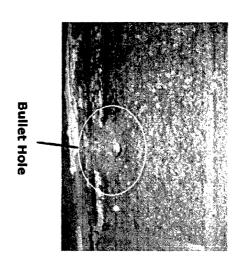
REYNOLDS AND SON CONSTRUCTION LLC. 4872 GREENWOOD 18.12 DR. ESCANABA MI. 49829 (906)789-6152

01-06-2013

To: Remington Arms Company, LLC.

To remove (1) Rock Faced Block 2 rows down and replace on side wall.

Material and Labor \$380.00



ARS LABEL REQUEST FORM

DATE:	12/03/2012		Service Request #	SR00037175
QUANTITY:	1		WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm		email address:	I WILL MAIL LABEL
Business:		Remington Servi PO Box 700 Madison, NC 27 www.Remingto	025-0700	
		LABEL IN	IFORMATION	
MAIL LABE	L TO:	JOE CARON 4340 18TH RD ESCANADA, N SR00037175	fl 49829 US	
		Email:		
RETURN IT	EM TO:	ILN Arms Services		



ATTN: Product Service

4XX596 DEC 3, SVC GNDCOM TRACKING# 1Z4XX59690 REF 1:SR00037175 REF 2:	ACT L	IT 10.0	CURR USD LBS	1 OF 1	
 HANDLING CHARGE 0.0 SINGLE-PIECE PUB RA DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 10.31	Ø TE CHRG COD DGD PR	0.00 0.00	RS	T/P USD 0.50 0.00 0.00 10.31	-



