

Remington Arms Co., Inc.
Product Service
Legal Case #:7954

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
284078	10/2/2012	9/20/2012	10/3/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Carroll	7433 Watersville Rd.	Mount Airy	MD	21771		C 301-762-1272

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				

9/20/12: Customer called in. He stated he has an older M/700 & had a FSR last season at the range. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6501030	RU	11/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	FRONT ROYAL SP FT ROYAL VA		N			

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

9/21/12: Sending box, ARS & forms from Madison office. df 10/5/12: Per Ilion - could not duplicate concern. TA dirty & set screws altered. Replace TA, clean & test under BLM - quote. Cusotmer called on 10/4/12 & apprvd quote & paid. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/3/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		RU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND TRIG RETURN WEAK
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Remington®

7954

September 21, 2012

Jeff Carroll
7433 Watersville Rd.
Mount Airy, MD 21771
Phone: 301-762-1272

Ref: # 7954, Model 700, Serial # 6501030

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination, a form and service request.

Please include a copy of this letter, form, and service request to put inside the shipping container. The letter, form 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 that this action will keep you a loyal Bushmaster customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC, Bushmaster Firearms
Phone: 1-800-883-6229 press 0 and ask for ext 8686
Fax: 336-548-7872

Serial
Number:

6501030

Model: 700



RE00284078

could not dup. concern
T.A. dirty & set screws & blurred.
Replace TPA, clean test under
BLK for \$20. + \$40

RECEIVE

OCT 05 2012

BY:

22.11
24.11/6
34
.014

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 SR00029812	Serial Number / Description 6501030 Model 700 Center Fire Caliber: 243	Date of Request: 09/21/2012 Date Printed: 09/21/2012
Customer: JEFF CARROLL 7433 WATERSVILLE RD. MOUNT AIRY, MD 21771 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 # 7954

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

Model Number: <u>Mod. 700</u>	Serial Number: <u>6501630</u>
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: <u>Jeff CARROLL</u>	Date of Purchase: <u>9/10</u>
Address (no PO Boxes): <u>7433 WATERSVILLE Rd.</u>	
City: <u>MT. Airy</u>	State: <u>MD</u> Zip: <u>21771</u>
Phone (Daytime): <u>301-762-1272</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>carrollsluck@net.scape.net</u>	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 100px;">Rifle would Fire, when Safety Pushed To Fire Position. 10/10</div> <div style="text-align: right;">500 characters left</div>	
Ammunition Information:	
Manufacturer: <u></u>	Type: <u></u>
Other (i.e. bullet weight/type, shot size, powder): <u></u>	
Handload Information:	
Powder Used: <u>Ima 4831</u>	Powder Weight: <u>43</u>
Case/Hull Used: <u>Winchester</u>	Primer Used: <u>Fed 215m</u>
Bullet Type/Shot Size: <u>85 gn.</u>	Reloader Used: <u>ReBS</u>
Firearms Care (Cleaning and Lubrication):	

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	After Every Use
How often do you clean the action? (Months or Number of rounds)	After Purchase
How often do you clean the trigger assembly? (Months or Number of rounds)	After Purchase
Brand of lubricant used:	TriFlow
How often do you lubricate the bore? (Months or Number of rounds)	When Stored
How often do you lubricate the action? (Months or Number of rounds)	After Purchase
How often do you lubricate the trigger assembly? (Months or Number of rounds)	After Purchase
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	N/A
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<div style="border: 1px solid black; height: 60px; width: 100%;"></div>	
<input type="checkbox"/> 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 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.

Print

Reset

ARS LABEL REQUEST FORM

DATE: 09/21/2012	Service Request # SR00029812
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:	JEFF CARROLL 7433 WATERSVILLE RD. MOUNT AIRY, MD 21771 US SR00029812 Email:
RETURN ITEM TO:	ILN Arms Services

4XX696 SEP 21, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969065076229 ALL CURRENCY USD
 REF 1:SR00029812
 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 8.61		PUB + HANDLING 8.61

ATTN: Product Service



ShipRequest™



Ship To: JEFF CARROLL
Company:
Address 1: 7433 WATERSVILLE RD.
Address 2:
Address 3:
City: MOUNT AIRY
State/Province: Maryland
ZIP/Postal Code: 21771
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Wed, September 26, 2012
Package ID: 8851

Special Instructions:

Sender Name: Dell Marie Fulcher
email: dell.fulcher@remington.com
Prepared By: Dell Fulcher
Phone: 336-548-8686

Date: 09-24-12 1 lb 9.1 oz

Acct #	: 230145	Base	:\$ 6.22
Cust #	: 0DL0000009773	Sp	\$ 0.00
Zip/Zone	: 21771 / 3	Addl	:\$ 0.00
Trk #	: 1Z4XX5960300041363	Total	\$ 6.22
Pkg ID #	: 8851		
Service	: UPS Ground		







