

Remington Arms Co., Inc.
Product Service
Legal Case #:7394

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261217	3/8/2012	2/14/2012	3/16/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Cheatwood	18085 SE 29th St.	Newalla	OK	74857		C 405-623-6332 E jcmotorsports7@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

2/14/12: Customer called in. He stated that he had a FBC with rifle last November. No damage or injury reported. He feels that gun is unsafe because the trigger & safety are not working properly. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	26035	E6340608	AR	3/7/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	FABER BROS INC		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
Per Ilion - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

2/14/12: Mailing ARS & forms. df 3/21/12: Per Ilion - TA dirty, sticky & parts work sluggish. Can offer to replace TA, clean & test fire at 1/2 normal cost - quote. Customer paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		AR
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	CAMO STOCK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

2211
AR 3/97
45#
015

7394

COPY

February 14, 2012

John Cheatwood
18085 SE 29th St.
Newalla, OK 74857
Phone: 405-623-6332

Ref: # 7394, Model 700, Serial # E6340608

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

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

enclosure

E6340608

Model: 700



RE00261217

T.A. dirty & sticky parts work
sluggish. can often to replace
TPA, clean + test fire at 1/2
Norms (cost).

Quoke RECEIVED
MAR 21 2012

BY:

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

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>E6340608</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>JOHN CHEATWOOD</u>		Date of Purchase: <u>MID - LATE 90's</u>	
Address (no PO Boxes): <u>18085 SE. 29TH ST.</u>			
City: <u>NEWALLA</u>		State: <u>OK</u>	Zip: <u>74857</u>
Phone (Daytime): <u>(405) 623 6332</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JCMOTDRSPORT57@GMAIL.COM</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>TRIGGER HAS EXCESSIVE AMOUNT OF TRIGGER PULL NEEDED</u> <u>FROM TIME-TIME LATEST ISSUE IS SAFETY WAS</u> <u>STUCK IN FIRE AND TRIGGER WAS LOCKED BACK COCK</u> <u>GUN AND WHEN CLOSING BOLT HALF WAY LOCKED BOLT</u> <u>SLAMS SHUT AND FIRES GUN HAVE DUPLICATED SEVERAL</u> <u>TIMES NEVER KNOW WEATHER GUN IS SAFE TO USE,</u> <u>LUCKY THERE WAS NO ROUND IN GUN HAPPENED IN MY</u> <u>HOUSE WITH FAMILY HOME / HAPPEN LATEST MID NOV.</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>CORE LOCK</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 - 180 GR.</u>			
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>HOPPE'S + REMINGTON</u>	
How often do you clean the bore? (Months or Number of rounds) <u>YEARLY AFTER HUNTING (ALL GUNS USED FOR)</u>	
How often do you clean the action? (Months or Number of rounds) <u>SAME</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>SAME</u>	
Brand of lubricant used: <u>REMINGTON HOPPE'S</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>SAME</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>SAME TRY NOT TO USE TOO MUCH</u>	
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>SAME TRY NOT TO USE TOO MUCH</u>	
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 <u>WHEN FIRST RECEIVED GUN</u>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>NEVER</u>	
What were the services performed? _____	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Ilion, NY 13357</p>	
<p><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.</p> <p style="text-align: center;">:: 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</p>	

TRY NOT TO /
A MISC WIT
BUILD UP AN
CONTAMINANT

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.

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 SR00012703	Serial Number / Description E6340608 Model 700 Center Fire Caliber: 3006	Date of Request: 02/14/2012 Date Printed: 02/14/2012
Customer: JOHN CHEATWOOD 18085 SE 29TH ST. NEWALLA, OK 74857 US Email:	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 # 7394

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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:	02/14/2012	Service Request #	SR00012703
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:	JOHN CHEATWOOD 18085 SE 29TH ST. NEWALLA, OK 74857 US SR00012703 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 FEB 14, 2012 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067184975
REF 1:SR00012703
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.88	PUB+HANDLING	10.88

ATTN: Product Service





