

Remington Arms Co., Inc.
Product Service
Legal Case #:6846

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		11/15/2011	7/5/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Chester	1815 Chimney Rock	Orange	TX	77630		C 409-540-4541 E cchester@richardconstructioninc.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

11/15/11: Customer called in. He stated that he had a FBC w/rifle about 6-8 yrs ago. No damage, No injury. He stated that he thought there was as recall. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a	6375310		
Date Purchased	Where Purchased	Accessories	Original Owner			
	WYOMING WHLSE CASPER WYO		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV	Remington/700/CF/BA	
							Repair/Replacement Cost	Repair/Replacement Date
Gun not returned to Ilion								

11/15/11: Cusotner will receive ARS & forms by email. df 7/5/12: Gun not returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Remington®

11/15/11

Emailed to cust.

November 15, 2011

Charles Chester
1815 Chimney Rock
Orange, TX 77630
Phone: 409-540-4541
Email: cchester@richardconstructioninc.com

Ref: # 6846, Model 700, Serial # 6375310

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

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: <input type="text"/>			
Please describe your problem:			
<div style="border: 1px solid black; width: 100%; height: 100%;"></div> <p>500 characters left</p>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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 style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: 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.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: 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.</p>			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

ARS LABEL REQUEST FORM

DATE: 11/15/2011	Service Request #	SR00003853
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fulcherdm	email address:	Dell.Fulcher@remington.com

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

MAIL LABEL TO:	CHARLES CHESTER 1815 CHIMNEY ROCK ORANGE, TX 77630 US SR00003853 Email: cchester@richardconstructioninc.com
RETURN ITEM TO:	ILN Arms Services



124596 NOV 15, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969065502393
 REF 1:SR00003853
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
BY 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
4H 0.00	PR 0.00	SP 0.00
10T PUB CHG 10.77	PUB+HANDLING	10.77

ATTN: Product Service
