

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7158

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
254271	1/13/2012	12/28/2011	2/2/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Josh	Clouse	5308 Summercrest Dr	Owensboro	KY	42301		H 270-302-6892

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot through door of truck	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

12/28/11 Per call from Josh, his father was bolting down his 700 when it fired and shot through the door of the truck. It had misfired once before but he didn't know if he might have hit the trigger. He knows he did not touch the trigger this time.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	n/a	A6824779	EV	10/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
		SEE THRU RING MOUNTS	N			

CONCERN: FBC

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
Will replace the trigger no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	67.40	2/2/2012				

12/28/11 Mailing ARS.cm 2/1/12 Left message that I can have them replace the trigger no charge as goodwill. Read the condition of the trigger.cm 2/2/12 Clouse would like us to go ahead with the repair.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		EV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SEE THRU RING MOUNTS

7158

COPY

22"  
6010/7  
y#  
1010

December 28, 2011

Josh Clouse  
5308 Summercrest Dr  
Owensboro, KY 42301

Subject: Case # 7158, Model 700, SR# 7763

Dear Mr. Clouse,

Please include a copy of this letter with the 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 box "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](mailto:christy.mitchell@remington.com)

Number:

A6824779

Model: 700



RE00254271

RECEIVED  
JAN 18 2012

BY: .....

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>Remington Model 700</u>		Serial Number: <u>A6824779</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Josh Clouse</u>		Date of Purchase: <u>Jan 2003</u>	
Address (no PO Boxes): <u>5308 Summercrest Dr</u>			
City: <u>Owensboro</u>		State: <u>KY</u>	Zip: <u>42301</u>
Phone (Daytime): <u>(270) 314-7585</u>		Fax: <u></u>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>Clouse 009@aol.com</u>			
E-mail Address: <u></u>			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>On 11/19/2011, I was loading the gun in the morning to walk to the deerstand. The gun was laying in my father's seat of his truck. In order to to load a shell, you must take the gun off of safety first. My left hand was on top of the scope. I put the gun on fire and as soon as I bolted the shell in the chamber with my right hand, the gun went off, shooting a hole in the door of the truck on the passenger side.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Winchester</u>		Type: <u>Super X</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 grain Silver tip</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Rebader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington Rem oil

How often do you clean the bore? (Months or Number of rounds) every 10 rounds

How often do you clean the action? (Months or Number of rounds) every 10 rounds

How often do you clean the trigger assembly? (Months or Number of rounds) every 10 rounds

Brand of lubricant used: \_\_\_\_\_

How often do you lubricate 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 firearm was serviced by a Remington authorized repairman/gunsmith? never

What were the services performed? \_\_\_\_\_

Remington Arms Co., Inc.  
Attn: Arms Service Division  
14 Hoefler Avenue  
Ilion, NY 13357

⚠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.

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Serv #7158

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://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.**

<b>Service Request Number</b> SR00007763	<b>Serial Number / Description</b> A6824779	<b>Date of Request:</b> 12/28/2011 <b>Date Printed:</b> 12/28/2011
<b>Customer:</b> JOSH CLOUSE 5308 SUMMERCREST DR OWENSBORO, KY 42301 US  Email: Christy		<b>Destination:</b> 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

## 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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/28/2011	<b>Service Request #</b> SR00007763
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchelcs	
<b>email address:</b> Christy.Mitchell@remington.com	

### Business:

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

## LABEL INFORMATION

### MAIL LABEL TO:

JOSH CLOUSE  
5308 SUMMERCREST DR  
OWENSBORO, KY 42301 US  
SR00007763

Email: Christy

### RETURN ITEM TO:

**ILN**

Arms Services



4XX596 DEC 28, 2011 ACT WT 10.0 LBS #PK 1  
SVC GNDCOM BL WT 10.0 LBS  
TRACKING# 1Z4XX5969066751756 ALL CURRENCY USD  
REF 1:SR00007763  
REF 2:

HANDLING CHARGE 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 9.61		PUB + HANDLING 9.61	

**ATTN: Product Serv #7158**













