

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7602

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
266695	5/7/2012	4/19/2012	5/8/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Dann	238 Amherst Ln.	Fairfield Glade	TN	38558		H 931-456-9642 E sdann@citlink.net

Incident Information

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

Customer spoke to Danny Evans at NRA Show. Customer stated he had FBC. No report of damage or injury. Per Danny Evans - please do repair work at no charge - goodwill gesture. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6762206	OY	7/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	FARWELLOZUM KIRK ST PUL MINN	SCOPE BASE	U			

4/27/12: Per Danny Evans - do repair work @ no charge - goodwill gesture. df

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
Repair @ n/c - goodwill						
			Remington/700/CF/BA			
			Repair/Replacement Cost			
			\$50			
			Repair/Replacement Date			

4/19/12 @ 10:52am - Called cust. Left VM to call me. 4/20/12: Customer didn't call back. Mailed ARS & forms. df 5/15/12: Per Ilion - Could not duplicate concern. TA dirty. Replace TA, clean & test fire @ n/c per Danny Evans - goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/8/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		OY
	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	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--	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	--Select--	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

# Remington®

22"  
04/7-7,  
5#  
.011

7602

April 20, 2012

Steve Dann  
238 Amherst Ln.  
Fairfield Glade, TN 38558  
Phone: 931-456-9642

Ref: # 7602, Model 700

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility 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

RECEIVED  
MAY 15 2012

enclosure

Number: 6762206

Model: 700

could not duplicate <sup>BY</sup>.....  
T.A. dirty. Replace TPA, clean  
Test at N/C Per D.E. Good with



RE00266695

#260974

7  
**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](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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b> SR00018012	<b>Serial Number / Description</b> 6762206 Model 700 Center Fire Caliber: 270 LH	<b>Date of Request:</b> 04/20/2012 <b>Date Printed:</b> 04/20/2012
<b>Customer:</b> STEVE DANN 238 AMHERST LN. FAIRFIELD GLADE, TN 38558 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: <i>sdann@citlink.net</i>		

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.

*FIRE'S WHEN SAFETY MOVED TO OFF WHEN OPENING BOLT TO UNLOAD. PER DANNY EVANS - REPAIR & REPLACE W/ X-MARK PRO TRIGGER AT NO CHARGE*

**Reason For Return**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**  
Product Service # 7602

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:** .00  
**Est Sales Tax:** .00

Model Number: 700 BDL - 270 WIN - LH		Serial Number: 6762206	
Name: STEVE DANN		Date of Purchase:	
Address (no PO Boxes): 238 AMHERST LANE			
City: FAIRFIELD GLADE	State: TN	Zip: 38558	
Phone (Daytime): 931-456-9642		Fax:	
E-mail Address: sdann@citlink.net			
Please describe your problem: FIRES WHEN SAFETY MOVED TO OFF WHEN OPENING BOLT TO UNLOAD. PER DANNY EVANS REPAIR & REPLACE W/ X-MARK PRO TRIGGER AT AID CHARGE.			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>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.</b>			
:: 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. :: 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	

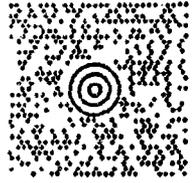
7  
STEVE DUNN  
238 AMHERST LN.  
FAIRFIELD GLADE TN 38558

10 LBS

1 OF 1

RS

SHIP TO:  
PRODUCT SERVICE  
ARMS SERVICES  
14 HOEFLER AVE  
ILION NY 13357

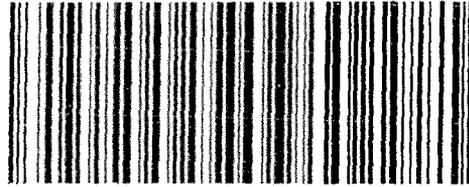


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6552 3021



BILLING: 3RD PARTY  
DESC: Firearms  
RETURN SERVICE

REF 1:SR00018012

MS 12.0.17

LP2844 24.0A 01/2012



SEE NOTICE ON REVERSE regarding UPS Terms and notice of restriction of liability. Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. It is the shipper's obligation to ensure that the contents, markings or labels are exported from the US in accordance with the Export Administration Regulations, Division contrary to law is prohibited.

## ARS LABEL REQUEST FORM

DATE: 04/20/2012	Service Request # SR00018012
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
------------------	--

### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	STEVE DUNN 238 AMHERST LN. FAIRFIELD GLADE, TN 38558 US SR00018012  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XXS96 APR 20, 2012 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5969065523021  
 REF 1: SR00018012  
 REF 2:

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRGS: 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 10.31 PUB+HANDLING 10.31

<b>ATTN: Product Service</b>	
------------------------------	--

