

Remington Arms Co., Inc.
Product Service
Legal Case #:7959

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
284269	10/3/2012	9/21/2012	10/4/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bermie	Drennen Jr.	134 Francis St.	Dunbar	WV	25064		C 304-415-5023

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				

9/21/12: Customer called in. He stated he had FBC with gun in fall of 1992. He said he inherited the gun from his dad. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6453643	KO	5/9/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNY STATESVILLE NC		N			

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 under BLM						

Repair/Replacement Cost Repair/Replacement Date
\$29

9/21/12: Sending a box, ARS & forms from Madison office. df 10/5/12: Per Ilion - TA has dried & sticky lube residue causing parts to bind & work sluggish. Replace TA, clean & test fire under BLM - quote. df 10/18/12: Customer apprvd quote & paid. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examincr		B.TRAVIS
	Exam Date		10/4/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		KO
	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; Not Functioning	BINDS
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	
	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---	.005
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY PARTS BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

7959

COPY

24"
Kosh
7.5"
.005

September 24, 2012

Bermie Drennen
134 Francis St.
Dunbar, WV 25064
Phone: 304-415-5023

Ref: # 7959, Model 700, Serial # A6453643

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:

A6453643

Model: 700



RE00284269

T.A. has advised sticky tube
issue causing parts to bind
& work sluggish. Norma TPA,
clean & put under BCP for 20. f

RECEIVED
OCT 05 2012

BY:.....

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 SR00029860	Serial Number / Description A6453643 Model 700 Center Fire	Date of Request: 09/24/2012 Date Printed: 09/24/2012
Customer: BERMIE DRENNEN 134 FRANCIS ST. DUNBAR, WV 25064 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 # 7959

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: <input type="text" value="700"/>		Serial Number: <input type="text" value="A6453643"/>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <input type="text" value="BERNIE E DRENNEN, JR"/>		Date of Purchase: <input type="text" value="GIFT"/>	
Address (no PO Boxes): <input type="text" value="134 FRANCIS ST."/>			
City: <input type="text" value="DUNBAR"/>	State: <input type="text" value="WV"/>	Zip: <input type="text" value="25064"/>	
Phone (Daytime): <input type="text" value="304-415-5023"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: 5px;"> <p>FALL OF 1992. WHEN I CHAMBERED SHELL AND LOCKED DOWN BOLT, GUN WENT OFF... SAFETY WAS ON. GUN WAS PUT AWAY IN CASE AND HAS NEVER BEEN SHOT SINCE.</p> <p style="text-align: right;"><i>Bernie</i></p> </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="WINCHESTER"/>		Type: <input type="text" value="SUPREME"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="160 GR. FAIL SAFE"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text" value="REGULAR GUN OIL ?"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text" value="NOT SINCE 92"/>
How often do you clean the action? (Months or Number of rounds) <input type="text" value="NOT SINCE 92"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text" value="NOT SINCE 92"/>
Brand of lubricant used: <input type="text" value="K-MART BRAND"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text" value="NOT SINCE 92"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text" value="NOT SINCE 92"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text" value="NOT SINCE 92"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text" value="NEVER"/>
What were the services performed?) <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: <input type="text"/>
<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: 09/24/2012	Service Request # SR00029860
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:	BERMIE DRENNEN 134 FRANCIS ST. DUNBAR, WV 25064 US SR00029860 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 SEP 24, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969065526573 ALL CURRENCY USD
 REF 1:SR00029860
 REF 2:
 HC 0.00 CNS 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 CGD 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 Service



ShipRequest™



Ship To: Bermie Drennen
 Company:
 Address 1: 134 Francis St.
 Address 2:
 Address 3:
 City: Dunbar
 State/Province: West Virginia
 ZIP/Postal Code: 25064
 Country: United States
 email:
 Phone:
 Account: 230145
 Package Type: Package
 Address Type: Residential
 Deliver By: Thu, September 27, 2012
 Package ID: 8852

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 9.2 oz
 Acct # : 230145
 Cust # : ODL0000009777
 Zip/Zone: 25064 / 3
 Trk # : 174XX5960300041381
 Pkg ID #: 8852
 Service : UPS Ground

Base :\$	6.22
Spc S:\$	0.00
Addl :\$	0.00
Total \$	6.22







