

Remington Arms Co., Inc.
Product Service
Legal Case #:7193

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
254456	1/16/2012	1/4/2012	1/17/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cedric	Favre	1220 W. 6th St	Staunton	IL	62088		H 618-635-5247

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Delayed firing	Concern:1023 Delayed Firing - Firearms	Unknown	
C				

1/3/12 Per voice message, his 700 has gone off on it's own after pulling the trigger. It fired about 30-40 seconds after he had pulled the trigger on a couple of occasions. The other day he pulled the bolt back to make sure the chamber was empty and his normal procedure is to pull the trigger to test it. The gun didn't go off. He pushed the safety forward and heard the firing pin drop and the hammer fall.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6530005	XD	12/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIOWIDE SPT SOUTHAMPTON PA		U			

CONCERN: DELAYED FIRING

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
Per Ilion, offer to replace TPA, clean, test fire at 1/2 normal cost						

1/4/12 Left voice message to call me.cm 1/4/12 Spoke with Cedric, the rifle has been in the safe for 15 yrs since this happened. I'm sending an ARS.cm 1/18/12 Per Ilion, trigger assm dirty, rusty and trigger is binding to sideplates. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		XD
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY. TRIG BINDS TO SIDE PLATES
	Pull	--Select--	8.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

221
XDR/83
8.5#
.011

7193

COPY

January 4, 2012

Cedric Favre
1220 W. 6th St
Staunton, IL 62088

Subject: Case # 7193, Model 700, SR# 8398

Dear Mr. Favre,

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

RECEIVED
JAN 18 2012

BY:

Serial Number: B6530005

Model: 700



RE00254456

*T.A. dirty, rusty + T719.15
Binding to side plates. CAN
offer to replace TPA, clean
& post rim @ 1/2 normal
cost.*

Quote

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

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

Model Number: 700	Serial Number: B6530005
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Cedric Faureo	Date of Purchase:
Address (no PO Boxes): 1220 West Sixth St.	
City: STAUNTON	State: Ill. Zip: 62088
Phone (Daytime): 618-635-5247	Fax:
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent):	
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:	
<p>The Gun Failed to go off when trigger was pulled. Gun went off approximately 1 minute later. Appox. Date Sept 1991. Pulled Gun out of Gun safe, pulled Bolt open checked for Ammo, closed bolt & Dry fired. Fire pin didn't go off for appox. 5 minutes Aug 2011. Pulled Gun out of Gun safe to wipe down and pulled bolt open checked for Ammo, closed bolt, pulled trigger & firing pin didn't go off. Push safety to off firing pin went off. Dec 2011. Retired Gun in 1993.</p>	
Ammunition Information:	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
Handload information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloading Used:

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	Every time gun is shot
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	once every year
How often do you lubricate the action? (Months or Number of rounds)	once every year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once every year
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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: Prod Serv #7193

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 SR00008398	Serial Number / Description B6530005 Model 700	Date of Request: 01/04/2012 Date Printed: 01/04/2012
Customer: CEDRIC FAVRE 1220 W 6TH ST STAUNTON, IL 62088 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: Christy		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
Delayed firing

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

ARS LABEL REQUEST FORM

DATE: 01/04/2012	Service Request # SR00008398
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelics	email address: Christy.Mitchell@remington.com

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

MAIL LABEL TO:	CEDRIC FAVRE 1220 W 6TH ST STAUNTON, IL 62088 US SR00008398 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX508 JAN 4, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5089066708080 ALL CURRENCY USD
 REF 1:SR00008398
 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: Prod Serv #7193

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00008398
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #7193







