

Remington Arms Co., Inc.
Product Service
Legal Case #:8091

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
289893	11/20/2012	10/26/2012	11/27/2012	10/25/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cory	Fisher	2898 Grand Prairie Hwy	Washington	LA	70589		H 337-826-5396 C 337-945-7392*

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	FSR & FBC	Concern:1007 Fired on Safe Release		Unknown
C				

10/26/12: Customer called in. He stated he was using rifle on 10/25/12 & had a FSR & FBC. He said he hasn't had any issues with the rifle before. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/204 RUGER	26196	S6558994	AA	3/20/2006 2:45:04 PM

Date Purchased	Where Purchased	Accessories	Original Owner
3/2/2007	SIMMONS GUN SPECIALTIES I		Y

CONCERN:FSR,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 @ a discount						

Repair/Replacement Cost	Repair/Replacement Date

10/26/12: Mailing ARS & forms. df 11/29/12: Per Ilion - TA set screws altered. Trigger not returning properly. Replace TA, clean & test at 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/27/2012
	Product Type		RF
	Action Type		A

	Assigned To		J.BALIO
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 204 RUGER FL SS
	Date Code		AA
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

8091

COPY

7211
AA3/06
Z#
1013

October 26, 2012

Cory Fisher
2898 Grand Prairie Hwy
Washington, LA 70589
Phone: 337-945-7392

Ref: # 8091, Model 700, Serial # S6558994

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: 336-548-8686
Fax: 336-548-7883

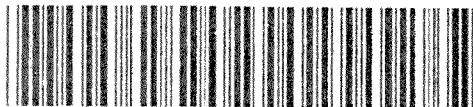
RECEIVED
NOV 29 2012

BY:.....

Serial
Number:

S6558994

Model: 700



RE00289893

J.A. set screws & Handed
TRIG. NOT RETURNING
properly. Rep has ce TPA, CLEAN
& TEST AT 1/2 Normal cost.

Q

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

PS 27639

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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

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 SR00033099	Serial Number / Description S6558994 Model 700 RIFLE Caliber: 204	Date of Request: 10/26/2012 Date Printed: 10/26/2012
Customer: CORY FISHER 2898 GRAND PRAIRIE HWY WASHINGTON, LA 70589 US	Destination: 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 Product Service # 8091		
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 Grand Total: \$.00

Print

Reset

Model Number: 700 L.V.S.F		Serial Number: S6558994	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: CORY FISHER		Date of Purchase: 3-2-07	
Address (no PO Boxes): 2898 GRAND PRAIRIE HWY.			
City: WASHINGTON	State: LA.	Zip: 70589	
Phone (Daytime): 337-826-5396		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) COYOTE POISON @ YAHOO.COM			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: RIFLE FIRES WHEN BOLTING A LIVE ROUND INTO CHAMBER, WHEN SAFETY IS ON FIRE. AND ALSO, IF SAFETY IS ON SAFE POSITION, AND A LIVE ROUND IS CHAMBERED, WHEN SAFETY IS PUT INTO THE FIRE POSITION, RIFLE FIRES WITHOUT PULLING TRIGGER.			
500 characters left			
Ammunition Information:			
Manufacturer: HORNADY		Type: 204 CALIBER (40 GRAIN)	
Other (i.e. bullet weight/type, shot size, powder): 40 GRAIN BULLET (V-MAX)			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>REM. OIL</u>	
How often do you clean the bore? (Months or Number of rounds) <u>EVERY 20 ROUNDS</u>	
How often do you clean the action? (Months or Number of rounds) <u>EVERY 6 MONTHS OR AS NEEDED</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>ANNUALLY</u>	
Brand of lubricant used: <u>REM. OIL</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>EVERY 20 ROUNDS</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>EVERY 20 ROUNDS OR AS NEEDED</u>	
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>ANNUALLY</u>	
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? <u>NEVER</u>	
What were the services performed?) _____	
Ship your INSURED firearm by either UPS or Parcel Post to: PRODUCT SERVICE ARMS SERVICES 14 HOEFLER AVE. ILION NY 13357	RETURN ADDRESS: 2898 GRAND PRAIRIE HWY WASHINGTON, LA 70589 HOME # 337-826-5396
<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	

ARS LABEL REQUEST FORM

DATE:	10/26/2012	Service Request #	SR00033099
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

LABEL INFORMATION

MAIL LABEL TO:

CORY FISHER
2898 GRAND PRAIRIE HWY
WASHINGTON, LA 70589 US
SR00033099

Email:

RETURN ITEM TO:

ILN

Arms Services

4XX596 OCT 26, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 124XX5969065288545 ALL CURRENCY USD
REF 1:SR00033099
REF 2:

HC 0.00	CNS 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 10.88		PUB + HANDLING 10.88

ATTN: Product Service





