

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7335

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
258670	2/15/2012	1/27/2012	2/16/2012	1/26/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Edward	Fonk	Box 187 212 N. 4th	Manhattan	MT	59741		H 406-284-6581

Incident Information

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

1/27/12: Customer called in. He stated he had FSR w/rifle on 1/26/12. No damage, No injury reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/17 REM	n/a	A6259569	BI	1/19/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	MALLCO DIST PHOENIX AZ		N			

CONCERN: FSR

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

1/27/12: Mailing ARS & forms. Box order# 1301678. df 2/20/12: Per Ilion - TA set screws altered. Trigger will not return properly. Replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	(BBL IS NOT PART OF RECALL)
Barrel	Description		24" 17 REM
	Date Code		BI
	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		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; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

# Remington®

24"  
BI 1/76  
1.5#  
.010

7335

January 27, 2012

Edward Fonk  
Box 187 212 N. 4th  
Manhattan, MT 59741  
Phone: 406-284-6581

Ref: # 7335, Model 700, Serial # A6259569

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

**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

enclosure

Number: **A6259569**

Model: **700**



**RE00258670**

T.A. sets screws altered. mag.  
will not return properly.  
replace TPA, clean + test  
under BLP for 20. +

RECEIVED  
FEB 20 2012

Quote

BY: .....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# 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.**

<b>Service Request Number</b> SR00011165	<b>Serial Number / Description</b> A6259569 Model 700 Center Fire Caliber: 17	<b>Date of Request:</b> 01/27/2012 <b>Date Printed:</b> 01/27/2012
<b>Customer:</b> EDWARD FONK BOX 187 212 N. 4TH MANHATTAN, MT 59741 US		<b>Destination:</b> 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 # 7335

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

<b>DATE:</b>	01/27/2012	<b>Service Request #</b>	SR00011165
<b>QUANTITY:</b>	1	<b>WEIGHT PER PACKAGE:</b>	10 LBS
<b>REQUESTED BY:</b>	fulcherdm	<b>email address:</b>	I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	EDWARD FONK BOX 187 212 N. 4TH MANHATTAN, MT 59741 US SR00011165  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX596      JAN 30, 2012      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969066472905  
 REF 1:SR00011165  
 REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE	CHRG:	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 13.52	PUB+HANDLING		13.52

<b>ATTN: Product Service</b>
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A62595A4  
Qty 7000  
RE00200670



