

Remington Arms Co., Inc.
Product Service
Legal Case #:7206

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
270252	6/4/2012	1/5/2012	6/13/2011	12/30/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ellis	Husser	555 E. Magnolia St	Ponchatoula	LA	70454		H 985-969-1344 E ellishusser@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole in wall and roof of their camp	Cause:4006	Altered Adjustments or Components		
S Fired when closing bolt	Concern:1008	Fired on Bolt Closing		
C			Unknown	

1/5/12 Per call from Husser's wife, this rifle fired when the safety was on and he was unloading it. It fired when he pulled the bolt down. They bought this rifle about 3 yrs ago, 2nd hand, from Cabelas.cm 6/11/12 Per note with rifle, when it fired it blew a hole in the call and roof of their camp.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM-08 REM	n/a	B6291567	KB	5/1/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHLAND WHLSE DIST MONROE LA	TWO PIECE BASE,BOTTOM HALF RINGS	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
Repair no charge as goodwill			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	118.13	6/28/2012				

1/5/12 Mailing ARS and box.cm 6/13/12 Repair no charge as goodwill. No comp for property damage due to alterations outside of factory. He did not have an owner's manual with this rifle. I am mailing one.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		6/5/2012

Examination	Product Type	RF
	Action Type	A
	Assigned To	T.NAGLE
Cause	4006	Altered Adjustments or Components
Barrel	Description	22" 7MM08 REM
	Date Code	KB
	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---
	Notch	Slightly Worn; Functioning
Feeding Test	Tests	Test Fired
		False
Trigger	Condition	Slightly Worn; Not Functioning
	Pull	---Select---
	Altered	True
	Sub-Assembly	M/700 Bolt Lock
Non-Remington Components	Description	TWO PIECE BASE,BOTTOM HALF RINGS

2211
KBS/81
1.54
.014

7206

COPY

January 5, 2012

Ellis Husser
555 E. Magnolia St
Ponchatoula, LA 70454

Subject: Case # 7206, Model 700, SR# 8650

Dear Mr. Husser,

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

Serial Number: B6291567

Model: 700



RE00270252

RECEIVED
JAN 08 2012

BY:

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:	B6291567
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: ELLIS HUSSER		Date of Purchase: AUG 09	
Address (no PO Boxes): 555 E. MAGNOLIA ST.			
City: PONCHATOULA	State: LA	Zip: 70454	
Phone (Daytime): 985-969-1344	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ellishusser@yahoo.com			
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>Gun fired on safety and blew a hole in the wall and roof of our camp. Attempting to unload gun on safety when gun discharged.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Rifle. Core-Lok	
Other (i.e. bullet weight/type, shot size, powder):		7mm 08	
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:	REMINGTON
How often do you clean the bore? (Months or Number of rounds)	24 YEAR
How often do you clean the action? (Months or Number of rounds)	24 YEAR
How often do you clean the trigger assembly? (Months or Number of rounds)	24 YEAR
Brand of lubricant used:	REMINGTON
How often do you lubricate the bore? (Months or Number of rounds)	24 YEAR
How often do you lubricate the action? (Months or Number of rounds)	24 YEAR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	24 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?	
N/A	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<p>Ⓢ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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

Service Request

PO Box 700
Madison, NC 27025-0700

ATTN: Prod Serv #7206

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 SR00008650	Serial Number / Description B6291567	Date of Request: 01/05/2012 Date Printed: 01/05/2012
Customer: ELLIS HUSSER 555 E. MAGNOLIA ST PONCHATOULA, LA 70454 US Email: Christy		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

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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: 01/05/2012	Service Request # SR00008650
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	
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:	ELLIS HUSSER 555 E. MAGNOLIA ST PONCHATOULA, LA 70454 US SR00008650 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX598 JAN 5, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6989087497397 ALL CURRENCY USD
 REF 1:SR00008650
 REF 2:

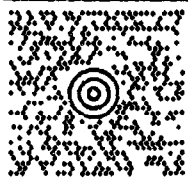
HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 10.27		PUB+ HANDLING	10.27

ATTN: Prod Serv #7206

MAILROOM
336-548-8777
REMINGTON ARMS COMPANY INC
870 REMINGTON DRIVE
MADISON NC 27025

2 LBS 1 OF 1
DATE: 01/06/12

SHIP 336-548-8700
ELLIS HUSSER
TO: 555 E. MAGNOLIA STREET
PONCHATOULA LA 70454

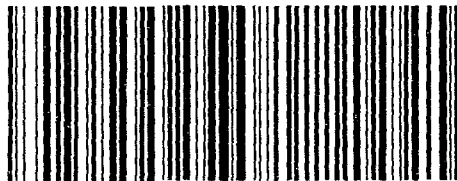


LA 704 5-01



UPS GROUND

TRACKING #: 1Z 4XX 596 03 0002 1821



BILLING: P/P

REF: 10

AMC 4 30 ELTN2844 21.5V 10/2011

Date: 01-06-12 1 lb 8.4 oz

Acct # : 36396	Base : \$ 6.88
Cust # : G20000005155	Spc S : \$ 2.00
Zip/Zone: 70454 / 5	Addl : \$ 0.00
Trk # : 1Z4XX5960300021821	
Pkg ID # : 10	Total \$ 8.88
Service : UPS Ground	



