

Remington Arms Co., Inc.
Product Service
Legal Case #:7445

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261432	3/12/2012	2/28/2012	3/13/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Johnny	Jackson	3104 Plainview Rd.	Ardmore	OK	73401		C 580-220-7794 E johnnyj@cableone.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance	Unknown	
S FSR	Concern:1007	Fired on Safe Release		
C				

2/28/12: Customer called in. He said that he had a FSR at the end of Dec. 2011. No damage or injury. He wants the bolt lock modification done. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6351367	DI	9/15/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	WALMART ARDMORE OK	TWO PIECE BASE	N			

CONCERN: FSR

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	

2/28/12: Mailing ARS & forms. Box order# 1316835. df 3/14/12: Per Ilion - Could not duplicate concern. TA very dirty & rusty. Replace TA, clean & test fire under BLM - quote. df 3/23/12: No response on quote so I called cust. He mailed payment to us on 3/20. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/13/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		DI
	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	ACTION VERY DIRTY
	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY,RUSTY
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"
DI 9/76
6.5#
.008

COPY

7445

February 28, 2012

Johnny Jackson
3104 Plainview Rd.
Ardmore, OK 73401
Phone: 580-220-7794

Ref: # 7445, Model 700, Serial # A6351367

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

could not dup. concern
T.A. very dirty + rusty.
replace TPA, clean + test
order BLP for \$20. +

Number:

A6351367

Model: 700



RE00261432

Quote

RECEIVED
MAR 14 2012

BY:

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

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="A6351367"/>	
Name: <input type="text" value="Johnny D. Jackson"/>		Date of Purchase: <input type="text" value="1978"/>	
Address (no PO Boxes): <input type="text" value="3104 PLAINVIEW Road"/>			
City: <input type="text" value="ARDMORE"/>	State: <input type="text" value="OK"/>	Zip: <input type="text" value="73401"/>	
Phone (Daytime): <input type="text" value="580 220 7794"/>		Fax: <input type="text"/>	
E-mail Address: <input type="text" value="JohnnyJ@CABLEONE.net"/>			
Please describe your problem:			
<div style="border: 1px solid black; padding: 5px; min-height: 100px;"> <p>The GUN Fires when GOING FROM SAFETY TO FIRE without Touching The TRIGGER</p> </div>			
<input type="text" value="500"/> characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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.			
<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>:: 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.</p>			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00014008	Serial Number / Description A6351367 Model 700 Center Fire Caliber: 3006	Date of Request: 02/28/2012 Date Printed: 02/28/2012
Customer: JOHNNY JACKSON 3104 PLAINVIEW RD. ARDMORE, OK 73401 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 # 7445

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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HIS 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: 02/28/2012	Service Request # SR00014008
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:	JOHNNY JACKSON 3104 PLAINVIEW RD. ARDMORE, OK 73401 US SR00014008 Email:
RETURN ITEM TO:	ILN Arms Services

4XX696 FEB 28, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969066744069 ALL CURRENCY USD
 REF 1:SR00014008
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 10.88	RS 0.50
	ROD 0.00
	PUB + HANDLING 10.88

ATTN: Product Service



A6351367

Model 700



RE00261432





