

Remington Arms Co., Inc.
Product Service
Legal Case #:7113

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255924	1/25/2012	12/19/2011	1/26/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Patrick	Jerding	17011 Running Cypress	Cypress	TX	77429		C 281-627-1268 E pmjendinc@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot a hole in roof of house	Cause:4038 Could Not Duplicate Concern		Unknown
S		Concern:1008 Fired on Bolt Closing		
C				

12/19/11: Customer called in. He stated that the rifle fired when he closed the bolt inside his house & he shot a hole in the roof of his house. He stated he wasn't worried about the hole in the roof but he had seen on the internet that we were having "issues". He stated the rifle was very clean & the trigger had never been adjusted. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	26959	D6611640	PX	6/23/2003 5:58:05 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		Y			

CONCERN:FBC

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 - replace TA, clean & test fire @ n/c - goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

12/19/11: Mailing ARS & forms. Box order# 1287454. df 1/30/12: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire @ n/c - goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/26/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PX
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
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	ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

COPY

22"
PXU/03
GA
.015

7113

December 19, 2011

Patrick Jerding
17011 Running Cypress
Cypress, TX 77429
Phone: 281-627-1268

Ref: # 7113, Model 700, Serial # D6611640

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.

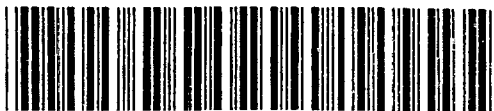
I hope this action will keep you a loyal Remington customer.

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 duplicate con.
can offer to replace TPA,
clean & test ~~at the same time~~
~~cost~~ ATN/c Good-Will

Serial Number:
D6611640
Model: 700



RE00255924

RECEIVED
JAN 30 2012

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

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 SR00006992	Serial Number / Description D6611640 Model 700 RIFLE Caliber: 270	Date of Request: 12/19/2011 Date Printed: 12/19/2011
Customer: PATRICK JERDING 17011 RUNNING CYPRESS CYPRESS, TX 77429 US Email:	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 # 7113 - FBC

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Aug 2005
BDL
850

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

Print

Reset

Model Number: _____		Serial Number: <u>D6611640</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>PATRICK JENDING</u>		Date of Purchase: <u>P-2005</u>	
Address (no PO Boxes): <u>17011 RUNNING CYPRESS</u>			
City: <u>Cypress</u>		State: <u>TX</u>	Zip: <u>77429</u>
Phone (Daytime): <u>281-627-1268</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>PMJENDING@COMCAST.NET</u>			
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: <u>Dec 26, 2011 A SHELL WAS CHAMBERED, SAFETY OFF. WHEN THE BOLT WAS LOCKED DOWN THE RIFLE DISCHARGED.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>WIN</u>		Type: <u>270</u>	
Other (i.e. bullet weight/type, shot size, powder): _____			
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:	CLP & REMINGTON OIL
How often do you clean the bore? (Months or Number of rounds)	AFTER EACH USE
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	SAME
Brand of lubricant used:	CLP
How often do you lubricate the bore? (Months or Number of rounds)	SAME
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
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?	N/A
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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	

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

ARS LABEL REQUEST FORM

DATE: 12/19/2011	Service Request # SR00006992
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:	PATRICK JERDING 17011 RUNNING CYPRESS CYPRESS, TX 77429 US SR00006992 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 19, 2011 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX6969065672852 ALL CURRENCY USD
REF 1:SR00006992
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 11.53 PUB + HANDLING 11.53

ATTN: Product Service





