

Remington Arms Co., Inc.
Product Service
Legal Case #:7218

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
256523	1/27/2012	1/5/2012	2/13/2012	12/31/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frederick	Marlow	2214 Camdon Dr.	Deer Park	TX	77536		H 281-642-5623 C 832-693-4001 F 713-472-1473 E marlowsfbaw@sbcglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in his truck & neighbors vehicle	Cause:4006	Altered Adjustments or Components		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C Unexplained discharge				

1/5/12: Customer called in. He stated he was getting the gun out of a case to unload it & when he pulled it out of the bag it went off. He put a bullet hole in his truck & struck a neighbor's vehicle & shattered that person's windshield. No injury reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6384823	RT	11/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRANT ILSENG HOUSTON TX	SCOPE BASE	N			

CONCERN FIRED WITHOUT TRIG PULLED

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 @ n/c - goodwill gesture						
Remington/700/CF/BA						
Repair/Replacement Cost		Repair/Replacement Date				
\$66						

1/8/12: Mailing ARS & forms. Box order# 1293976. df 2/13/12: Customer is in California right now. I emailed him with exam results & I will have Ilion remove bolt lock, replace TA, clean & test fire @ n/c - goodwill gesture. I explained that we cannot ship the gun back to a different address unless we shipped to a dealer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/30/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		22" 270 WIN
	Date Code		RT

Barrel	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---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Monday, February 13, 2012 10:09 AM
To: 'marlowsfbaw@sbcglobal.net'
Subject: Frederick Marlow - Remington Ref # 7218

Importance: High

Good morning,

Our Product Service Dept has examined your firearm and found - Altered Adjustments or Components
The trigger set screws have been altered and the trigger was set down to 2 ½ lbs by someone outside of the factory.

This issue is causing the trigger to not function properly.

The gun was made in 1970.

As a gesture of goodwill – I will have the factory replace the trigger, remove the bolt lock so that you can open the bolt on Safe, clean the gun & test fire at no charge.

We cannot ship back to the following address....

1302 Acacia
Pasadena, TX 77502

The address it comes in from is the address we have to ship back to unless we are shipping to a FFL dealer. If you want the firearm shipped back to a dealer – please provide a copy of their FFL or provide their name, address and phone number and I can contact them to get that information faxed to me.

We can also put the firearm on hold until you are back at 2214 Camdon Dr., Deer Park, TX 77536

Sincerely,

Dell Fulcher | Consumer Affairs Administrator/Armorer School Administrator
Remington Arms Company, LLC

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or 336.548.7883 | Email:

dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms |
DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain
Khakis | Dakota Arms | Parker Gun | Para USA

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Fulcher, Deli Marie

From: postmaster@remington.com
To: marlowsfbaw@sbcglobal.net
Sent: Monday, February 13, 2012 10:10 AM
Subject: Relayed: Frederick Marlow - Remington Ref # 7218

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

marlowsfbaw@sbcglobal.net

Subject: Frederick Marlow - Remington Ref # 7218

7218

COPY

22
12/11/7
2.5
005

January 5, 2012

Frederick Marlow
2214 Camdon Dr.
Deer Park, TX 77536
Phone: 832-693-4001

Ref: # 7218, Model 700, Serial # 6384823

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

6384823

Model: 700



RE00256523

FEB 02 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: 700 CDL		Serial Number: 6384823	
Name: FREDERICK MARLOW		Date of Purchase: 	
Address (no PO Boxes): 1302 ALACIA			
City: PASADENA		State: TEXAS	Zip: 77502
Phone (Daytime): 281 642 5623		Fax: 713 472 1473	
E-mail Address: MARLOWSFBAN@SBL Global.Net			
Please describe your problem: <div>FIRE FIRED without Trigger Pull ??</div> <div>500 characters left</div>			
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.			
:: 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. :: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

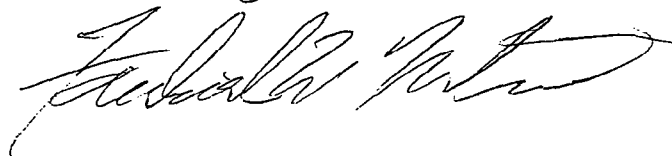
January 19, 2012

To whom it may concern;

Please make sure to send this rifle
to: 1302 Acacia
Pasadena, TX 77502

I am currently in California and there
will be someone at the above address
to accept the delivery.

Thank you,



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	Serial Number / Description	Date of Request:	01/08/2012
SR00008868	6384823	Date Printed:	01/08/2012
Model 700 Center Fire Caliber: 270			
Customer: FREDERICK MARLOW 2214 CAMDON DR DEER PARK, TX 77536 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# 7218

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

ARS LABEL REQUEST FORM

DATE: 01/08/2012	Service Request # SR00008868
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:

FREDERICK MARLOW
 2214 CAMDON DR
 DEER PARK, TX 77536 US
 SR00008868

Email:

RETURN ITEM TO:

ILN

Arms Services



ATTN: Product Service

4XX696 JAN 9, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 124XX6969067368368 ALL CURRENCY USD
 REF 1:SR00008868
 REF 2:
 HANDLING CHARGE 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.60
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 11.53 PUB+ HANDLING 11.53



16384823
700
RE-00256523

