

Remington Arms Co., Inc.
Product Service
Legal Case #:7431

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
263122	3/26/2012	2/22/2012	4/16/2012	12/29/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Henry	Perez	1814 S. San Antonio Dr	Tucson	AZ	85713		H 520-870-7375 E popselgato@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot passenger side door of truck	Cause:4006	Altered Adjustments or Components	Unknown
S	Concern:1020	Fired on Bolt Opening		
C				

2/23/12 Per call from Perez, he had been hunting and finished early so he left his rifle loaded and went to another spot. After hunting there he reached into the back of the cab and had the seats down and with his left hand on the front of the stock, he pulled the handle up to unload and it fired. He shot a hole through the passenger side door of his Chevy Colorado and there are metal fragments in the seat cushion. He does not know if he is the original owner because he got it when he was young and he is now 51.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	n/a	A6420925	LO	2/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	BOUCHER ROCHESTER NY	TWO PIECE BASE	N			

CONCERN: FIRED WHILE RAISING BOLT

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	/165	3006				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	58.44	4/16/2012				
2/22/12 Mailing ARS.cm	4/16/12 Replace TPA no charge as goodwill.cm					

Examination[Remington/CF/BA]

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7431&Type=Case>

4/16/2012

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/27/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		LO
	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---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS MIN SEAR ENGAGEMENT WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Non-Remington Components	Description	
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TWO PIECE BASE

22 11
LOZ/77
4.5#
1006
COPY

7431

February 23, 2012

Henry Perez
1814 S. San Antonio Dr
Tucson, AZ 85713

Subject: Case # 7431, Model 700 Barrel, SR# 13569

Dear Mr. Perez,

Enclosed is a prepaid shipping label to cover shipment of the firearm to our factory for inspection. Please include a copy of this letter with it 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 product is logged in correctly.** Please mark the small ends of the boxes "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:

A6420925

Model: **700**



RE00263122

RECEIVED
MAR 29 2012

BY:

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: Prod Serv #7431

Parts and Repair: 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	Serial Number / Description	Date of Request:
SR00013569	A6420925	02/23/2012
		Date Printed: 02/23/2012
Customer: HENRY PEREZ 1814 S. SAN ANTONIO DR TUCSON, AZ 85713 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: Christy		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

Fired when pulling handle up to unload.cm

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>30-06 SPRG. 700</u> <u>Remington</u>		Serial Number: <u>AL420925</u>
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <u>Probably not Don't recall</u>		
Name: <u>Henry J Perez</u>		Date of Purchase: <u>?</u>
Address (no PO Boxes): <u>1814 S. San Antonio Dr.</u>		
City: <u>Tucson</u>	State: <u>AZ</u>	Zip: <u>85713</u>
Phone (Daytime): <u>520-870-2375</u>		Fax: <u>520-622-1453</u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Popselgato@AOL.com</u>		
E-mail Address: <u>Popselgato@AOL.com</u> <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.		
Please describe your problem and date of occurrence: <u>on Approx. 12-29-11 after a day of hunting I was unloading the rifle, I attempted to unload by means of the bolt action, realized the safety was on I removed the safety from holding the front stock with my left hand grabbed the bolt & attempted to unload. As I brought the bolt up the rifle went off (fired) the bullet struck the passenger rear seat that was folded down & went through the passenger rear door. I was standing on the outside of the passenger's door's side with the rifle pointing into the rear passenger side when it went off (fired). there is damage to the back of the passenger rear seat, inside door panel & outside door body. The window still work, but unknown extent of damage to inside door panel.</u>		
500 characters left		
Ammunition Information:		
Manufacturer: <u>Hornady</u>	Type: <u>30-06 SPRG 165gr SST</u> <u>Superformance</u> #B153	
Other (i.e. bullet weight/type, shot size, powder): <u>165 gr</u>		
Handload Information:		
Powder Used: <u>N/A</u>	Powder Weight: <u>N/A</u>	
Case/Hull Used: <u>N/A</u>	Primer Used: <u>N/A</u>	
Bullet Type/Shot Size: <u>N/A</u>	Reloader Used: <u>N/A</u>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	Approx. 6 rounds or 2 wks with open come first during hunting season.
How often do you clean the action? (Months or Number of rounds)	SAA
How often do you clean the trigger assembly? (Months or Number of rounds)	SAA
Brand of lubricant used:	Hoppes
How often do you lubricate the bore? (Months or Number of rounds)	SAA
How often do you lubricate the action? (Months or Number of rounds)	SAA
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAA
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
unknown / maybe never	
What were the services performed?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357</p>	
<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. :: 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.</p>	

ARS LABEL REQUEST FORM

DATE: 02/23/2012	Service Request # SR00013569
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:	HENRY PEREZ 1814 S. SAN ANTONIO DR TUCSON, AZ 85713 US SR00013569 Email: Christy
RETURN ITEM TO:	ILN Arms Services

4XX596 FEB 23, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066370953 ALL CURRENCY USD
 REF 1:SR00013569
 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 13.52 PUB+ HANDLING 13.52

ATTN: Prod Serv #7431







