

Remington Arms Co., Inc.
Product Service
Legal Case #:7724

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
272491	6/19/2012	6/6/2012	6/20/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Redding Auction Service	Attn: Bob	Redding Auction	1085 Table Rock Rd.	Gettysburg	PA	17325		W 717-334-6941

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	FSR	Concern:1007	Fired on Safe Release	Unknown
C				

6/6/12: Dealer called in. Consumer stated he had 5 FSR's with rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/TMM-08 REM	27015	G6407855	OY	7/19/2004 7:21:59 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S - BONITZ BROTHERS	SCOPE BASE	U			

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 @ a discount

Repair/Replacement Cost	Repair/Replacement Date

Mailed ARS & forms. df 6/22/12: On 6/20 a CSR called dealer concerning quote. Per Ilion - TA set screws altered. Will follow down. Can offer to replace TA, clean & test fire at 1/2 normal cost. Replace recoil pad at n/c - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/20/2012
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM 08 REM
	Date Code		OY
	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	R3 RECOIL PAD IS MELTING
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Scar	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

7724

COPY

24"
04/7/04
2.5"
.015

June 6, 2012

Redding Auction Service

Attn: Bob
1085 Table Rock Rd.
Gettysburg, PA 17325
Phone: 717-334-6941

Ref: # 7724, Model 700, Serial # G6407855

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility for examination and service request.

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

RECEIVED
JUN 22 2012

BY:

Serial Number:

G6407855

Model: 700



RE00272491

T.A. set screws altered.
will follow down. can
offer to replace TPA,
clear cost at 1/2 normal
cost

Up. recoil pad at N/c

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

www.Remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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 SR00021988	Serial Number / Description G6407855 Model 700 Center Fire Caliber: 7	Date of Request: 06/11/2012 Date Printed: 06/11/2012
Customer: REDDING AUCTION SERVICE ATTN: BOB 1085 TABLE ROCK RD. GETTYSBURG, PA 17325 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 # 7724

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

Jane Rentsel
1430 Tract Rd
Fairfield PA 17320
719 640-5998

When safety is moved from
safe position to fire, Rifle
fires without touching the
trigger.

This has happened on
5 different occasions with
3 separate people using it.

ARS LABEL REQUEST FORM

DATE: 06/11/2012	Service Request # SR00021988
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:	REDDING AUCTION SERVICE ATTN: BOB 1085 TABLE ROCK RD. SR00021988 GETTYSBURG, PA 17325 US Email:
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RETURN ITEM TO:	ILN Arms Services
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4XX598 JUN 11, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5989086224914 ALL CURRENCY USD
 REF 1:SR00021988
 REF 2:
 HC 0.00 CNS 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 8.72 PUB+HANDLING 8.72

ATTN: Product Service



