# Remington Arms Co., Inc. Product Service Legal Case #:8005

Ammunition Information - None Defined  Other Products Information - None Defined  Settlement  Remington/700/CF/BA  Settlement Release of Claims Release Date Reimbursement Settlement Date Da	Case Information										
Customer Information Type Business First Name Last Name Street City State Zip Age Contact Incident Bob Reichert 619.N.E. Greenwood Bend OR 97701 E CODA@MSA. 2318  Incident Information Claims Codes Repair Est. Medical Treatment Medical State City State State Codes Note Codes Note Codes Note Codes Note Codes Note City State City State City State City Age Contact  Flow thumb PD Cause.4015 Improper Maintenance S Concern:1007 Fired on Safe Release Note Codes Note Code Note Codes Note Note Codes Note Note Codes Note C	RE# Date	e Opened	Date Opened(PS	S) Date Clos	ed Inc	ident Date	P	re Lit	Lit	Ot	sole
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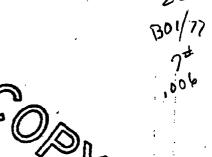
PrintDisplay Page 2 of 3

	Product Type	1	RF
Examination	Action Type	Ī	A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Cause	Description	miproper Maintenance	22" 3006 SPRG
	Date Code	] ]	BO
		<b>.</b>	<u>BO</u>
	Bore Plugged	False	
Barrel	Bulged	False	
Darrei	Fired	False	··· · · · · · · · · · · · · · · · ·
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
L	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Worn; Functioning	DIRTY,RUSTY
Overall	Stock Condition	Worn; Functioning	MARS,SCRATCHES,DENTS,SMALL CRACKS AND ALTERED
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
Salety	Sub-Assembly	Non-ISS	] ]
		<u> </u>	l noc
	Lift	Select	<u>  .006</u>
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
1 00 0111 0 1 0 0 1		CI: -bal- , 337 , NI-4	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY WILL FOLLOW DOWN

	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

8005

October 4, 2012



Bob Reichert 619 N.E. Greenwood Bend, OR 97701

Subject: Case # 8005, Model 700, SR# 30940

Dear Mr. Reichert,

I am sorry to hear of the problems you have had with your Remington firearm. Please include a copy of this letter with the rifle 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

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B.	y.				



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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

ATTN: Prod Serv #8005

Madison, NC 27025-0700

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

www.Remington.com

his 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 ill serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. ENCLOSE THIS DOCUMENT VITH YOUR RETURN.

	Serial Number / Description		Date of Request: 10/04/2012
R00030940	A6408531		Date Printed: 10/04/2012
Customer: BOB REICHERT 619.N.E. GREEWOOD	. •	Destination: Arms Services 14 Hoefler Ave	· 
BEND, OR 97701 US	,	Ilion, NY 13357	US
Email;————			
our request for service on the setumed. If not, you will be cor	item(s) will be evaluated by our repairman to de stacted with an estimate before work is perform	etermine if it is covered under our warranty pol	licy. If it is your firearm will be repaired and
Military William 10.	MANUAL COLLEGE CONTRACT TO SEE SEPERIOR SERVICES	cu.	
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lesson For Return 1123 - FORWARD TO PI	RODUCT SERVICE FOR INSPECTION		
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aterial Type	Description	Qty Warranty Needed	Price Disc Amount
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## ARS LABEL REQUEST FORM

DATE:	10/04/2012	Service Request #	SR00030940
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles	email address:	Christy.Mitchell@remington.com

**Business:** 

Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com

## LABEL INFORMATION

MAIL LABEL TO:

BOB REICHERT 619 N.E. GREEWOOD BEND, OR 97701 US SR00030940

Email:

**RETURN ITEM TO:** 

**ILN** 

. Arms Services

4XX696 OCT 4, 2012 ACT WT 10.0 LBS #PK 1 SVC GNDCOM BL WT 10.0 LBS TRACKING# 1Z4XX6969068013644 ALL CURRENCY US REF 1:SR00030940 ALL CURRENCY USD HC 0.00 CNS 0.00
SHIPMENT PUB RATE CHARGES:
DV 0.00 COD
DC 0.00 DGD
AH 0.00 PR
TOT PUB CHG 13.40 FRT: 3RD SVC T/P USD RS 0.50

COD 0.00 DGD 0.00 PR 0.00 0.00 ROD 0.00 PUB+HANDLING 13.40

ATTN: Prod Serv #8005





