

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

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
285939	10/17/2012	10/4/2012	11/1/2012	9/29/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bob	Reichert	619 N.E. Greenwood	Bend	OR	97701		W 541-382-3180 E coboa@msn.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD	Cause:4015 Improper Maintenance		N	
S	Concern:1007 Fired on Safe Release			
C				

10/4/12 Per call from Reichert, when deer hunting Saturday he got out of truck, put a shell in the chamber with the barrel pointed in a safe direction. he pushed the safety lever and it fired. The recoil caused the skin on his thumb to peel and bleed. He has been bandaging and cleaning the wound and there is no infection and no need for medical attention. He went to BiMart and they gave him our phone number and said there may be a recall on it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	A6408531	BO	1/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	HARRIS & STROH HAYWARD CA	TWO PIECE SCOPE BASE	N			

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
Repair at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
9.44	11/1/2012

10/4/12 Mailing ARS.cm 10/26/12 Per Ilion, trigger assm dirty, sticky, rusty parts work sluggish.cm 11/1/12 Replace TPA, clean, test at BLSM program price. Called Reichert with the quote and details.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		10/18/2012

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		BO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	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	Worn; Functioning	DIRTY,RUSTY
	Stock Condition	Worn; Functioning	MARS,SCRATCHES,DENTS,SMALL CRACKS AND ALTERED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		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	DIRTY,STICKY,RUSTY WILL FOLLOW DOWN
	Pull	---Select---	7#

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

8005

October 4, 2012

COPY

22"
B01/77
7#
1006

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

RECEIVED
OCT 25 2012

BY:

Serial
Number:

A6408531

Model: 700



RE00285939

T.A. dirty, sticky, rusty - parts
work sluggish.

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 #8005

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	10/04/2012
R00030940	A6408531	Date Printed:	10/04/2012

Customer:
BOB REICHERT
619 N.E. GREENWOOD
BEND, OR 97701 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

Prod Serv #8005

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

ARS LABEL REQUEST FORM

DATE:	10/04/2012	Service Request #	SR00030940
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellcs	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 GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX6969068013644 ALL CURRENCY USD
REF 1:SR00030940
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 13.40		PUB + HANDLING 13.40

ATTN: Prod Serv #8005





