

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7328

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/26/2012	5/22/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Reim	4200 Turkey Creek Dr	Austin	TX	78730		C 512-345-8921 E bobreim@robertreim.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when walking with loaded gun on safe	Cause:4064 Not Examined by Product Service Concern:1005 Unexplained Discharge Safe ON	Unknown	
C				

1/26/12 Per call from Reim, he has not fired this rifle in about 25 yrs after it fired with the safety on. He was walking with it loaded and the safety on and it went off. On another occasion it fired when his son was ejecting a shell.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270	n/a	6584483		1/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	H & H SPTG GDS AMARILLO TEX		U			

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
Per Ilion, replace TPA at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	62.90	5/22/2012				

1/26/12 Emailing ARS.cm 5/22/12 Per Ilion in Feb, this rifle was manufactured in 1972 and qualifies for the BLSM program.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv # 7328

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

[www.Remington.com](http://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.**

<b>Service Request Number</b> SR00010972	<b>Serial Number / Description</b> 6584483 Model 700	<b>Date of Request:</b> 01/26/2012 <b>Date Printed:</b> 01/26/2012
<b>Customer:</b> ROBERT REIM 4200 TURKEY CREEK DR AUSTIN, TX 78730 US  Email: bobreim@robertreim.com	<b>Destination:</b> 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

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair).
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<<mailto:info@remington.com>>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00010972  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Prod Serv # 7328



## ARS LABEL REQUEST FORM

DATE:	01/26/2012	Service Request #	SR00010972
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](http://www.Remington.com)

## LABEL INFORMATION

### MAIL LABEL TO:

ROBERT REIM  
4200 TURKEY CREEK DR  
AUSTIN, TX 78730 US  
SR00010972  
Email: [bobreim@robertreim.com](mailto:bobreim@robertreim.com)

### RETURN ITEM TO:

ILN  
Arms Services

4XX698 JAN 26, 2012 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 124XX6989067016334 ALL CURRENCY USD  
REF 1:SR00010972  
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COO 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 12.76	PUB+HANDLING 12.76

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