

Remington Arms Co., Inc.
Product Service
Legal Case #:7075

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
258665	2/15/2012	12/14/2011	2/16/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Todd	Ross	138 Nutmeg Rd	Saxton	PA	16678		H 814-635-3933 W 1-800-432-0680 x 142

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

12/13/11: Customer called in. He stated in has had a FBC twice in cold weather. No injury or damage reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6500373	DO	9/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS DAYTON OH	TWO PIECE BASE	N			

CONCERN: FBC

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 under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$33					

12/14/11: Mailing ARS & forms. df 2/20/12: Per Ilion - TA dirty, parts binding, set screws altered. Replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	SET SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		DO
	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	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,PARTS BINDING WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"
D09/7
4.5
.007

7075

COPY

December 14, 2011

Todd Ross
138 Nutmeg Rd
Saxton, PA 16678
Phone: 800-432-0680 x 142

Ref: # 7075, Model 700, Serial # A6500373

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory 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

enclosure

Serial
Number:

A6500373

Model: 700



RE00258665

T.A. dirty parts binding, set
screws altered. replace TPA,
clean rest under BLP for
20.4

RECEIVED
FEB 20 2012

Quote

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: Product Service

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 SR00006735	Serial Number / Description A6500373 Model 700 Center Fire Caliber: 270	Date of Request: 12/14/2011 Date Printed: 12/14/2011
Customer: TODD ROSS 138 NUTMEG RD SAXTON, PA 16678 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 # 7075		
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 Grand Total: \$.00

Print

Reset

Model Number: <u>700 BDL LH</u>		Serial Number: <u>A6500373</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>TODD ROSS</u>		Date of Purchase: <u>7/1993</u>	
Address (no PO Boxes): 			
City: <u>SAXTON</u>		State: <u>PA.</u>	Zip: <u>16678</u>
Phone (Daytime): <u>814-635-3933</u>		Fax: <u> </u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>TODDROSS</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>- RIFLE WILL NOT FIRE BELOW 25°F DEC. 2008 & DEC. 2010.</u> <u>- RIFLE HAS GONE OFF (FIRED) WHEN ENGAGING BOLT ACTION</u> <u>DEC. 1997 & DEC. 2010.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>CORE-LOK 130 GRAIN</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>NONE</u>			
Handload Information:			
Powder Used: <u>NONE</u>		Powder Weight: <u>NONE</u>	
Case/Hull Used: <u> </u>		Primer Used: <u> </u>	
Bullet Type/Shot Size: <u> </u>		Reloader Used: <u> </u>	
Firearms Care (Cleaning and Lubrication): <u>RIM OIL</u>			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <u>EVERY YEAR</u>
How often do you clean the action? (Months or Number of rounds) <u>EVERY YEAR</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>NEVER</u>
Brand of lubricant used: <u>RIM OIL</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>EVERY YEAR</u>
How often do you lubricate the action? (Months or Number of rounds) <u>EVERY YEAR</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>EVERY YEAR</u>
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? <u>NEVER</u>
What were the services performed? <u>NONE</u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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. :: 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.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

*CONTACT ME AND I CAN SEND YOU A CHECK. I CAN ALSO
GIVE YOU MY CREDIT CARD NUMBER AT THAT TIME.*

TODD ROSS



ARS LABEL REQUEST FORM

DATE:	12/14/2011	Service Request #	SR00006735
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

LABEL INFORMATION

MAIL LABEL TO:

TODD ROSS
138 NUTMEG RD
SAXTON, PA 16678 US
SR00006735

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX696 DEC 16, 2011 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX6969065841831 ALL CURRENCY USD
REF 1:SR00006735
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	RS 0.60
DC 0.00	ROD 0.00
AD 0.00	PUB+HANDLING 6.15
TOT PUB CHG 8.15	

ATTN: Product Service







