

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7216

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255281	1/20/2012	1/4/2012	1/23/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronnie Jason	Sikes	3122 Camden Way	Graniteville	SC	29829		H 803-341-1574 E ronnie.sikes@scana.com

Incident Information

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

1/4/12: Customer called in. He stated he had FSR w/rifle about a week ago (cust. had no date). He stated the unexpected recoil caused his thumb to be gouged & broke off fingernail. No medical treatment. He stated the rifle continued to have FSR while unloaded about 10 more times. He & a friend removed the bolt & took out some trash & then the FSR didn't happen again. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	F6244057	BX	1/13/2003 9:37:11 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		Y			

CONCERN: FSR

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
		Remington/700/CF/BA				
Per Ilion - Quote to repair						
		Repair/Replacement Cost	Repair/Replacement Date			

1/8/12: Mailing ARS & forms. Box order# 1293974. df 1/24/12: Per Ilion - Trigger & trigger pin rusted. Trigger is binding. Replace TA, clean & test fire @ 1/2 normal cost - quote. df 1/30/12: Customer called upset over quote. Ilion will repair @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		BX
	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	ACTION DIRTY,RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND TRIG PIN RUSTED WILL FOLLOW DOWN
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

7216

COPY

2211  
1341/03  
7.5#  
.008

January 4, 2012

Ronnie Jason Sikes  
3122 Camden Way  
Graniteville, SC 29829  
Phone: 803-341-1574

Ref: # 7216, Model 700, Serial # F6244057

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

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

RECEIVED  
JAN 21 2012

Serial Number:  
**F6244057**

Model: **700**



**RE00255281**

BY: \_\_\_\_\_  
TRIG & TRIG PIN rusted, TRIG.  
IS BINDING: replace TRIG,  
clean & test RIM at 1/2  
normal cost.

Quote

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# Service Request

*Remington Service*

PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> SR00008866	<b>Serial Number / Description</b> F6244057 Model 700 RIFLE Caliber: 270	<b>Date of Request:</b> 01/08/2012 <b>Date Printed:</b> 01/08/2012
<b>Customer:</b> RONNIE JASON SIKES 3122 CAMDEN WAY GRANITEVILLE, SC 29829 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

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 # 7216 - FSR

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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00

<b>Model Number:</b> 700 Model 270 Cali		<b>Serial Number:</b> F6244057	
<b>Name:</b> Ronnie Jason Sikes		<b>Date of Purchase:</b> ? I Bought New @ Walmart	
<b>Address (no PO Boxes):</b> 3122 Camden Way			
<b>City:</b> Graniteville		<b>State:</b> SC	<b>Zip:</b> 29829
<b>Phone (Daytime):</b> 803 341 1574		<b>Fax:</b>	
<b>E-mail Address:</b> Ronnie.Sikes@Scana.com			
<b>Please describe your problem:</b> I was shooting at A target with 2 other men I pushed the gun off safety to fire and it did. The trigger or gun has had no work done to it. we unloaded the gun and it continued 10 more times in a row to fire. It Busted my Thumb up pretty Bad. I Don't want this gun it could have killed someone. I want A new gun, there is Definitely something wrong here. Also I need 3pair of underwear cause <del>we</del> Scared the shit out of us (LOL) Please Do what is Right.			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>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.</b>			
:: 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. :: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

## ARS LABEL REQUEST FORM

DATE: 01/08/2012	Service Request #	SR00008866
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fulcherdm	email address:	I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	RONNIE JASON SIKES 3122 CAMDEN WAY GRANITEVILLE, SC 29829 US SR00008866  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX598 JAN 8, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GNDCOM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5989068961387 ALL CURRENCY USD  
 REF 1:SR00008866  
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.60
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 9.61	PUB+HANDLING 9.61

<b>ATTN: Product Service</b>	
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