

Remington Arms Co., Inc.
Product Service
Legal Case #:7700

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
273233	6/27/2012	5/31/2012	6/28/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Arnold	Simmons	PO Box 479 132 A Marcus Rd	McDade	TX	78650		H 512-656-7580

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Fired when putting safety on	Concern:1007 Fired on Safe Release		
C				

5/31/12 Per call from Simmons, about 2 weeks ago when hunting the rifle fired when putting it on safe and later fired when putting off safe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006 SPR	n/a	A6270093	LI	2/27/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	DEL MAR DIST CORPUS CHRISTI TX		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
Per Ilion, replace TPA, clean, test at BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	7/19/2012				

5/31/12 Mailing box and ARS.cm 7/19 Per Ilion, trigger not returning under sear properly due to trigger assm set screws altered. Replace TPA, clean, test at BLSM price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/28/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		LI
	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	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	--Select--	1#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Remington®

7700

May 31, 2012

22"
LIZ/76
1#
.010

Arnold Simmons
PO Box 479
132 A Marcus Rd
McDade, TX 78650

Subject: Case # 7700, Model 700 Barrel, SR# 21332

Dear Mr. Simmons,

Enclosed is a prepaid shipping label to cover shipment of the firearm to our factory for inspection. Please include a copy of this letter with it 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
JUL 18 2012

BY:

Serial
Number:

A6270093

Model: 700



RE00273233

Trig. not returning under sear
properly due to T.A. set screws
being altered. Replace TPA, clean
+ test under BCP Ron \$20+

Quake

Remington Arms Company, LLC • 670 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 #7700

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00021332	Serial Number / Description A6270093	Date of Request: 05/31/2012 Date Printed: 05/31/2012
Customer: ARNOLD SIMMONS 132 A MARCUS RD PO BOX 479 MCDADE, TX 78650 US Email: Christy		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

Fired when putting on safety and in another incident when taking off safety.cm

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700	Serial Number:	A 6270093
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	ARNOLD SIMMONS	Date of Purchase:	1976
Address (no PO Boxes): 132 MARCUS RD			
City:	MCDADE	State:	TX
		Zip:	78650
Phone (Daytime):	512-656-7580	Fax:	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): ARNOLDS@RU OUTLET MALL. Com			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
MAY 12, 2012. RIFLE FIRED WHEN I TRIED TO PUT SAFETY ON. 3 HOURS LATER RIFLE FIRED WHEN I TRIED TO PUSH SAFETY OFF TO UNLOAD.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

ARS LABEL REQUEST FORM

DATE: 05/31/2012	Service Request # SR00021332
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
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LABEL INFORMATION

MAIL LABEL TO:	ARNOLD SIMMONS 132 A MARCUS RD PO BOX 479 SR00021332 MCDADE, TX 78650 US Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 MAY 31, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065353250
 REF 1:SR00021332
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 12.32		PUB+HANDLING 12.32

ATTN: Prod Serv #7700



ShipRequest™



Ship To: Arnold Simmons
Company:
Address 1: PO Box 479
Address 2: 132 A Marcus Rd
Address 3:
City: McDade
State/Province: Texas
ZIP/Postal Code: 78650
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Mon, June 4, 2012
Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell
email: Christy.Mitchell@remington.com
Prepared By:
Phone:

Acct #	: 230145	Date:	05-31-12	1 lb 9.1 oz	Base	:\$	7.38
Cust #	: 0DL0000007961				Sec S	:\$	2.79
Zip/Zone	: 78650 / 6				Addl	:\$	0.00
Trk #	: 798457779652						
Pkg ID #	: 8800				Total	\$	10.17
Service	: FedEx 2Day						







