

Remington Arms Co., Inc.
Product Service
Legal Case #:7295

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
257104	2/2/2012	1/19/2012	2/3/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeffrey H	Smith	2312 Highland Ln	Crossville	TN	38555		C 931-260-0172

Incident Information

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

1/19/12 Per call from Smith, he had put a new scope on it and fired 10-15 rounds when it fired on safety release.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	B6357493	XB	12/15/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTER SPARKS NEVADA	AFT MKT STK	N			

inherited from Father (orig owner) CONCERN:FSR,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, replace TPA, clean and test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	2/10/2012				

1/19/12 Mailing ARS and box from Corporate.cm 2/10/12 Per Ilion, trigger assm set screws altered. Safety detent retaining clip missing assm. Replace TPA, clean and test fire at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/3/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 22-250 REM
	Date Code		XB
	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	—Select—	
	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		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY
	Pull	—Select—	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		AFT MKT STK

Remington®

24"
XB12/8
2.5"
.010

7295

January 19, 2012

Jeffrey H Smith
2312 Highland Ln
Crossville, TN 38555

Subject: Case # 7295, Model 700, SR# 10349

Dear Mr. Smith,

Please include a copy of this letter with the firearm 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 firearm is logged in correctly. Please mark the small ends of the box "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
FEB 09 2012

BY:.....

Serial Number: B6357493

Model: 700



RE00257104

T.A. set screws altered. safety
detent retain. clip missassin.
Replace TPA, clean + Test Fire
under BLP for \$20. +

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: Prod Serv #7295

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 **Serial Number / Description**
SR00010349 B6357493

Date of Request: 01/19/2012
Date Printed: 01/19/2012

Customer:
JEFFREY H SMITH
2312 HIGHLAND LN
CROSSVILLE, TN 38555 US

Destination:
Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: Christy

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 releasing safety.cm *AND WHEN CLOSING OCCASIONALLY,*

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: 01/19/2012	Service Request # SR00010349
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
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LABEL INFORMATION

MAIL LABEL TO:	JEFFREY H SMITH 2312 HIGHLAND LN CROSSVILLE, TN 38555 US SR00010349 Email: Christy
RETURN ITEM TO:	ILN Arms Services

4XX596 JAN 20, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066619248 ALL CURRENCY USD
 REF 1:SR00010349
 REF 2:

 HANDLING CHARGE 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 10.31 PUB+HANDLING 10.31

ATTN: Prod Serv #7295

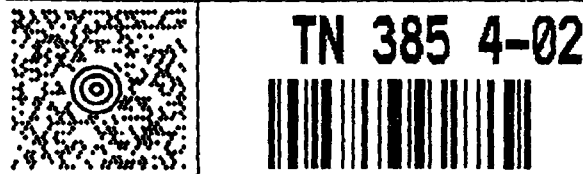
[Handwritten scribble]

MAILROOM
336-548-8777
REMINGTON ARMS COMPANY INC
870 REMINGTON DRIVE
MADISON NC 27025

2 LBS 1 OF 1
DATE: 01/20/12

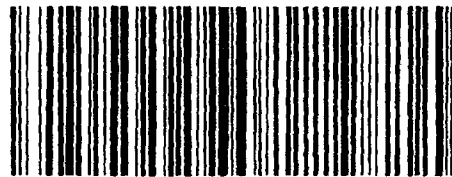
SHIP 336-548-8700
JEFFREY H. SMITH
TO: 2312 HIGHLAND LN
CROSSVILLE TN 38555

[Handwritten mark]



UPS GROUND

TRACKING #: 1Z 4XX 596 03 0002 2704



BILLING: P/P

REF: 10

ARC 4.30 ELTN2844 21.5V 10/2011

Date: 01-20-12 1 lb 8.5 oz	
Acct # : 8820010-36378	Base \$ 6.74
Cust # : G20000005474	Spc S: \$ 2.00
Zip/Zone: 38555 / 4	Addl : \$ 0.00
Trk # : 1Z4XX5960300022704	
Pkg ID #: 10	Total \$ 8.74
Service : UPS Ground	

