

Remington Arms Co., Inc.
Product Service
Legal Case #:7798

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
276013	7/26/2012	7/16/2012	7/27/2012	7/19/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Arthur	Wiegand	2042 Huber Dr.	Quakertown	PA	18951		C 215-932-4803 E tugman1954@yahoo.com

Incident Information

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

7/19/12: Customer called in. He bought gun used & experienced a FSR on 7/16. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6516435	BW	1/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
6/10/2012	JERRYS SPORT SHP OLYPHANT PA	SEE THRU SCOPE RINGS	N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Remington/700/CF/BA	
				Cash Settlement	Reim. Date APV
Per Ilion - Quote to repair under BLM					
	Repair/Replacement Cost	Repair/Replacement Date			
	\$29				

7/19/12: Sending box, ARS, and forms from Madison office. df 8/7/12: Per Ilion - TA dirty & set screws altered. Replace TA, clean & test fire under BLM - quote. Customer apprvd quote & pd for repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/27/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description		22" 3006 SPRG
	Date Code		BW
	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	
Scar	Lift	--Select--	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY WILL FOLLOW DOWN
	Pull	--Select--	4#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SEE THRU SCOPE RINGS

Remington®

22"
3 w/ 1-72
4#
.006

7798

July 19, 2012

Arthur Wiegand
2042 Huber Dr.
Quakertown, PA 18951
Phone: 215-932-4803

Ref: # 7798, Model 700, Serial # 6516435

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

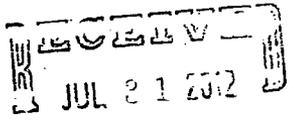
Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

Number: 6516435
Model: 700

*T. A. dirty + set screws altered.
replace TPA, check test under BLP
for 750. +*



RE00276013



Q

BY: _____
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 SR00024615	Serial Number / Description 6516435 Model 700 Center Fire Caliber: 3006	Date of Request: 07/19/2012 Date Printed: 07/19/2012
Customer: ARTHUR WIEGAND 2042 HUBER DR. QUAKERTOWN, PA 18951 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email:		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 # 7798

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

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="6516433"/>	
Name: <input type="text" value="Arthur Wieland"/>		Date of Purchase: <input type="text" value="June 10, 2012"/>	
Address (no PO Boxes): <input type="text" value="2042 Huber Drive"/>			
City: <input type="text" value="Quakertown"/>		State: <input type="text" value="PA"/>	Zip: <input type="text" value="18951"/>
Phone (Daytime): <input type="text" value="215 932 4803"/>		Fax: <input type="text"/>	
E-mail Address: <input type="text" value="Tugman1954@aol.com"/>			
Please describe your problem:			
<input type="text" value="The Gun FIRED while TAKING THE SAFETY OFF"/>			
<input type="text" value="500"/> characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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. :: 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:	07/19/2012	Service Request #	SR00024615
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
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LABEL INFORMATION

MAIL LABEL TO:	ARTHUR WIEGAND 2042 HUBER DR. QUAKERTOWN, PA 18951 US SR00024615 Email:
RETURN ITEM TO:	ILN Arms Services



1 OF 1

4XX596 JUL 19, 2012 ALL CURR USD
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969066148702
 REF 1:SR00024615
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.69
TOT PUB CHG 8.69		

ATTN: Product Service

Stacey Bowes

ShipRequest



Ship To: Arthur Wiegand
Company:
Address 1: 2042 Huber Dr.
Address 2:
Address 3:
City: Quakertown
State/Province: Pennsylvania
ZIP/Postal Code: 18951
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Mon, July 23, 2012
Package ID: 8862

Special Instructions:

Sender Name: Dell Marie Fulcher
email: dell.fulcher@remington.com
Prepared By: Dell Fulcher
Phone: 336-548-8686

Acct # : 230145 Date: 07-19-12 1 lb 10.1 oz
Cust # : 0DL0000008738 Base \$: 6.74
Zip/Zone: 18951 / 4 Spc S: \$ 0.00
Trk # : 1Z4XX5960300037332 Addl \$: 0.00
Pkg ID #: 8862
Service : UPS Ground Total \$ 6.74



451 0436
Lot: 709
[Barcode]
[Barcode]

