

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7279

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
266712	5/7/2012	1/17/2012	5/8/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Josh	Yandle	4101 Old Pageland-Marshville Rd	Wingage	NC	28174		H 704-624-6518 C 704-221-0729 E pchorseshoeing@aol.com

## Incident Information

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

1/17/12 Per call from Yandle, the rifle fires when closing the bolt.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6285045	ES	10/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	BLISH MIZE SILIMAN ATCHISON KA	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, replace TPA, clean and test at BLSM price						

Repair/Replacement Cost	Repair/Replacement Date
30.40	5/17/2012

1/17/12 Emailing ARS.cm 5/17/12 Per Ilion, trigger assm dirty, sticky, rusty and parts bind and work sluggish. Replace TPA, clean and test at BLSM price.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/8/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		ES
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7279&Type=Case>

5/17/2012

	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; Not Functioning	BINDS
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—	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY.PARTS BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	—Select—	3.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv #7279

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.**

24"  
E 510/69  
3.54  
1005

Service Request Number Serial Number / Description  
SR00009911

7279

Date of Request: 01/17/2012

Date Printed: 01/17/2012

Customer:

JOSH YANDLE  
4101 OLD PAGELAND-MARSHVILLE RD  
WINGATE, NC 28174 US

Email: pchorseshoeking@aol.com

Destination:

Arms Services  
14 Hoefler Ave  
Bacon, NY 13357 US

Email:

Your request for service on the item(s) will be evaluated by our representative 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

Files on both closing.cm

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

6285045

Model: 700



RE00266712

T.A. dirty, sticky, rusty + parts  
BIND + work sluggish. Replace  
TPB, clean + test under BLP  
for B 20. +

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.

Quote  
Sub Total: .00  
Est Sales Tax: .00

RECEIVED  
MAY 15 2012

BY: \_\_\_\_\_

Mr. Yandle, please include a copy of this email with the firearm as well as the Service Request form that is attached. Please mark the small ends of the box "Product Service". You should receive another email within 24 hours containing the UPS prepaid shipping label. Print it out and take it with you to a UPS terminal. 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/Field Armorer's School Administrator PO Box 700 870 Remington Dr. Madison, NC 27025-0700 Phone: 336.548.8684 Fax: 336.548.7872 Freedom Group Family of Companies Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R, NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced Armament Corp., Barnes Bullets, INTC Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system. Thank you. -----Original Message----- From: [REDACTED]

] On Behalf Of mad2-sharp-front@ Sent: Tuesday, January 17, 2012 11:20 AM To: Mitchell, Christy Subject: Scanned image from MX-M503N Reply to: <

> Device Name: Not Set Device Model: MX-M503N Location: Not Set File Format: PDF MMR(G4) Resolution: 200dpi x 200dpi Attached file is scanned image in PDF format. Use Acrobat(R)Reader(R) or Adobe(R)Reader(R) of Adobe Systems Incorporated to view the document. Adobe(R)Reader(R) can be downloaded from the following URL: Adobe, the Adobe logo, Acrobat, the Adobe PDF logo, and Reader are registered trademarks or trademarks of Adobe Systems Incorporated in the United States and other countries.

Josh Yandle

4101 Old Pageland - Marshville Rd.

Wingate NC 28174

H 704-624-6518

M 704-221-0729

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00009911  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Prod Serv #7279



## ARS LABEL REQUEST FORM

<b>DATE:</b> 01/17/2012	<b>Service Request #</b> SR00009911
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchelcs	
<b>email address:</b> Christy.Mitchell@remington.com	

<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>	JOSH YANDLE 4101 OLD PAGELAND-MARSHVILLE RD WINGATE, NC 28174 US SR00009911  Email: pchorseshoeing@aol.com
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services

4XX596 JAN 17, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969085743481 ALL CURRENCY USD  
 REF 1:SR00009911  
 REF 2:  
  
 HANDLING CHARGE 0.00 FRT: 3RD  
 SHIPMENT PUB RATE CHARGES: SVC T/P USD  
 DV 0.00 COD 0.00 RS 1.00  
 DC 0.00 DGD 0.00  
 AH 0.00 PR 0.00 ROD 0.00  
 TOT PUB CHG 10.81 PUB+ HANDLING 10.81

<b>ATTN: Prod Serv #7279</b>
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