

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9123

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
320305	9/5/2013	8/19/2013	9/6/2013	8/18/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Nick	Bishop	5985 Sanuel St.	La Mesa	CA	91942		C 619-788-3369

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD Cause:4040 S FSR Concern:1007 Fired on Safe Release C	Other - Unspecified or Undetermined - Firearms		Unknown	

8/19/13: Customer called in. He stated he was using rifle on 8/18/13 and on the 4th round he experienced a FSR - no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84203	RR52525C	OH	7/19/2013 10:08:42 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	TURNER S OUTDOORSMAN		Y			

CONCERN: FSR

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 in exchange, ramac 84203						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$220					

8/19/13: Mailed ARS, letter & SR paperwork to customer. Box order# 1531345. df 9/6/13: Scott Nichols in Ilion emailed & stated the gun was going to Derek Watkins in KY for exam. I will call customer w/update that gun is being tested. df 9/9/13: Ilion made notes on the repair that the rifle is being replaced in exchange, Ramac 84203. SAP Order# 1538652. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/6/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4040	Other - Unspecified or Undetermined - Firearms	AS REC'D WOULD FOLLOW DOWN WHEN CLOSED BRISKLY AND HAD FIRED ON SAFETY RELEASE FIRST TIME BOLT WAS CLOSED
Barrel	Description		20" 308 WIN HB
	Date Code		OH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Not Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	LOCK TITE RESIDUE ON TOP
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
		Test Fired	False

Feeding Test	Tests	False	
Trigger	Condition	Like new; Not Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

# Remington®

2011  
OH 7/13

COPY

August 19, 2013

9123

Nick Bishop  
5985 Samuel St.  
La Mesa, CA 91942  
Phone: 619-788-3369

Ref # 9123, Model 700, Serial # RR52525C

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. 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.**

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 336-548-8686  
Fax: 336-548-7872 or 7883

Serial Number:

RR52525C

Model: 700



RE00320305

Replace in Exchange  
RWMC #84203

11290145

RECEIVED  
SEP 09 2013

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

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

<b>Service Request Number</b> SR00059435	<b>Serial Number / Description</b> RR52525C Model 700 RIFLE Caliber: 308	<b>Date of Request:</b> 08/19/2013 <b>Date Printed:</b> 08/19/2013
<b>Customer:</b> NICK BISHOP 5985 SAMUEL ST. LA MESA, CA 91942 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	<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 # 9123. dmf

Parts And Service Details			Qty	Warranty	Price	Disc	Amount
Material	Type	Description	Needed				

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  
**Grand Total:** \$ .00

## ARS LABEL REQUEST FORM

<b>DATE:</b> 08/19/2013	<b>Service Request #</b> SR00059435
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	<b>email address:</b> I WILL MAIL LABEL

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

<b>MAIL LABEL TO:</b>	NICK BISHOP 5985 SAMUEL ST. LA MESA, CA 91942 US SR00059435  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX696 AUG 20, 2013 ACT WT 10.0 LBS #PK 1  
 SVC GNDCOM BL WT 10.0 LBS  
 TRACKING# 124XX6969066909203 ALL CURRENCY USD  
 REF 1:SR00059435  
 REF 2:

HC 0.00	CNS 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	RQD 0.00
TOT PUB CHG 14.29		PUB+HANDLING 14.29

<b>ATTN: Product Service</b>	
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