

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9479

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330784	12/13/2013	11/14/2013	1/2/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		George	Pensel	1495 East 6690 South	Salt Lake City	UT	84121		H 801-943-9525

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Damaged truck and travel trailer	Cause:4006	Altered Adjustments or Components	
S		Concern:1006	Unexplained Discharge Safe OFF	Unknown
C				

11/14/13: I received call from George Pensel, he said that about a month ago that he loaded the gun with the safety off. Then tried to put safety on and the gun fired. He said it damaged his truck and travel trailer which has now been repaired. He said that he has receipts for the damage. Truck window \$148 and the travel trailer \$124. He said that he has since had the trigger replaced by Christenson Arms, but still has the original trigger. I advised we would be happy to evaluate his gun with the original trigger on it. No injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700S/300 RUM	26099	S6488401		2/10/2004 9:44:24 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MT SPORTS, LLC	AFT MKT CARBON FIBER BBL	Y			

CONCERN:FIRED TURNING SAFETY ON

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
			Remington/700S/CF/BA			

Returning as received

Repair/Replacement Cost	Repair/Replacement Date

11/15/13: Sending ARS, letter, SR paperwork. Box sent on SAP order 1563132. jbi 12/20/13: I called and left message on George Pensel's voicemail requesting a call back. jbi 1/2/14: I received call from George Pensel, he wanted Remington to pay for damage to his trailer. I advised that based on the exam findings of altered set screws and a dried and sticky lube residue in trigger assembly, we will not be reimbursing him for damage to his trailer. I

am "returning as received" his rifle. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/16/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	ORIGINAL TRIG ASSM, SET SCREWS ARE ALTERED AND HAS A DRIED AND STICKY LUBE RESIDUE. SEAR BINDING TO SIDEPLATES. TRIG ASSM IN RIFLE, SET SCREWS ALTERED AND HAS A BROWN STICKY LUBE RESIDUE.
Barrel	Description		AFT MKT CARBON FIBER BBL
	Date Code		
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	

	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	WILL FOLLOW DOWN WHEN CLOSED BRISKLY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		AFT MKT CARBON FIBER BBL

Remington®

2611
215#
1010

9479

November 15, 2013

George Pense
1495 East 6690 South
Salt Lake City, UT 84121
Phone: 801-943-9525

COPY

Ref # 9479, Model 700, Serial # S6488401

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,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

Serial Number:

S6488401

Model: 700S



RE00330784

Safari Club International

George Pense
6690 South 1495 East
Salt Lake City, Utah 84121
USA
Phone/Fax: 801-943-9525



RECEIVED
DEC 17 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



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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00067743	Serial Number / Description S6488401 Model 700S RIFLE Caliber: 300	Date of Request: 11/15/2013 Date Printed: 11/15/2013
Customer: GEORGE PENSEL 1495 EAST 6690 SOUTH SALT LAKE CITY, UT 84121 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 # 9479. jbi

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

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

SCI Utah Chapter
2004 Fundraiser
Hunt Certificate



Christensen Arms Custom Rifle

**Model: Carbon One Hunter with Composite Stock
and Muzzlebrake in Purchaser's Choice of Any
Standard Caliber
Value \$1,700**



Rifle Only, Scope NOT Included

Contact Information:
Christensen Arms
Fayette, Utah
John Mogle
435 528-7999

*Contact Don Iscar
Secretary of Utah
Chapter*

SCI Utah Contact:
Dave & Michelle Liechty 801 292-6522

801 943 7594

ARS LABEL REQUEST FORM

DATE: 11/15/2013	Service Request # SR00067743
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: <input type="text" value="bvwgjh"/>	email address: <input type="text" value="Fred@mail"/>

Business:	Remington Service PO Box 200 Madison, NC 27024-0200 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	GEORGE PENSEL 1495 EAST 6000 SOUTH SALT LAKE CITY, UT 84121 US SR00067743 Email:
RETURN ITEM TO:	ILN Arms Services



430596 NOV 15, 2013 ALL CURR USD 1 OF 1
 SVC SNOCOM OCT WT 10.0 LBS
 TRACKING# 124X02060087107174
 REF 1 SR00067743
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 DOD 0.00 R3 0.00
 DC 0.00 DCD 0.00 SD 0.00
 RR 0.00 RR 0.00 SP 0.00
 TOT PUB CHG 14.20 PUB+HANDL CHG 14.20

ATTN: Product Service













