

Remington Arms Co., Inc.
Product Service
Legal Case #:8446

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
295180	1/7/2013	1/8/2013	1/15/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Louis F	Turner	19417 Par Dr	Lawrenceburg	IN	47025		H 513-505-5252

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when releasing the safety	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

1/15/13 Per letter with rifle, Turner bought the rifle new 11/14/12 purchased from WalMart. He noticed that sliding the bolt into battery sounded and felt like dragging a piece of metal across a concrete sidewalk. Also, when a round was chambered, some burrs in the chamber gouged the case walls so severely that he was hesitant to use them. He sent it to the factory and received it back 3 weeks later. He was not able to fire it until 12/22/12. He was going to zero the scope and when he got into position he put the safety and loaded the chamber, aimed down range, flipped the safety off and it fired by itself.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	84600	G7156113	LG	2/27/2012 8:21:01 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 1510	TWO PIECE BASE	U			

CONCERN:FSR - REQUESTS REFUND

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
Replace TPA, clean, test at no charge to restore confidence in rifle						
	Repair/Replacement Cost	Repair/Replacement Date				
	46.44	1/15/2013				

1/15/13 Ilion could not duplicate concern. Replace TPA, clean, test at no charge to restore confidence in rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/8/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
	Description		24" 223 REM
	Date Code		LG
	Bore Plugged	False	

Barrel	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	BRASS WASH
	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	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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.**

24"
LG 2/12
3.5#
1012

Service Request Number SR06039871		Serial Number / Description G7156113 Model 700		Date of Request: 12-28-2012 Date Printed: 12-28-2012															
Customer: LOU TURNER 19417 PAR DRIVE LAWRENCEBURG, IN 47025 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US																	
Email: kndebco@aol.com		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 MS10 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY																			
Service Request Section rifle fired when safety taken off																			
<table border="1"><thead><tr><th colspan="2">Parts And Service Details</th><th></th><th></th><th></th><th></th><th></th></tr><tr><th>Material</th><th>Type</th><th>Description</th><th>Qty Needed</th><th>Warranty</th><th>Price</th><th>Disc Amount</th></tr></thead></table>						Parts And Service Details							Material	Type	Description	Qty Needed	Warranty	Price	Disc Amount
Parts And Service Details																			
Material	Type	Description	Qty Needed	Warranty	Price	Disc Amount													
<div>Serial Number: G7156113</div> <div>Model: 700</div> <div></div> <div>RE00295180</div>																			
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the																			
<div>Sub Total: .00</div> <div>Est Sales Tax: .00</div> <div>Grand Total: \$.00</div>																			

RECEIVED
JAN 09 2013

BY:

12-28-2012

Remington Firearms Company
ARMS Services
14 Hoefler Ave.
Ilion, NY. 13357

Louis F. Turner
19417 Par Drive
Lawrenceburg, In. 47025
513-505-5252 ©

To Whom This May Concern,

On 11-14-12, I purchased a model 700 ADL from Walmart Co. in Florence, Ky. Four days after that, I noticed that sliding the bolt into battery sounded and felt like dragging a piece of metal across a concrete sidewalk. Besides that, when a round was chambered, some burrs in the chamber gouged the case walls...so severely that I was hesitant to use them.

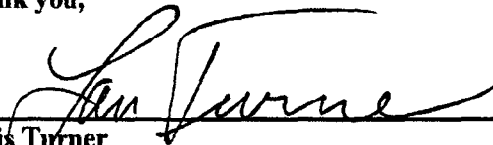
I spoke to David at the repair number and he said this was not acceptable and that I should send the rifle back for rework. Three weeks later, I received the rifle back and all seemed to be well. Not So !

Due to my schedule, I wasn't able to test fire the rifle until 12-22-12. I was going to zero the scope and when I got into position, I put the safety on "Safe" and loaded the chamber with one .223 round. I then aimed down range and flipped the safety "Off". The rifle fired by itself when I did that. Luckily, I knew enough not to point the muzzle at anything but the ground until I'm on target. This could have been very serious!

I have wanted to own a Remington 700 since my exposure to them in Viet Nam. I can't believe that I should be having this many quality and safety issues with your product. Please repair whatever caused this latest problem and have someone inspect the remaining quality points for my rifle.

I'm afraid that if there are any other problems, I'm going to ask for a refund and I'll have to get something from a different manufacturer.

Thank you,


Louis Turner

Walmart 
Save money. Live better.

(859) 282 - 8333
MANAGER RYAN CURTIS
7625 DOERING DR
FLORENCE KY 41042
ST# 1510 OP# 00006707 TE# 97 TR# 05571
LAYAWAY SALE
LOUIS TURNER
19417 PAR DR
LAWRENCEBURG IN 47025
513-505-5252

REDACTED

CUSTOMER ID # 6006431510704963

Holiday Layaway

LAYAWAY FEE	060538804147	5.00 N
FIREARMS	004770084600	417.00 X
	SUBTOTAL	422.00
TAX 1	6.000 %	25.02
	TOTAL	447.02
	DEPOSIT	195.00
	LWY OPEN FEE	5.00
	NEW BALANCE	247.02
	HCARD TEND	200.00

**** * 8584 S
IL # 040525
231000790788
JAL # 51003126

11/05/12 11:15:32

CHANGE 0.00

You have placed the above item(s) on layaway, under the following terms:

1. You will be charged a Layaway Open Fee of \$5.00 plus applicable sale tax when you open your layaway account. THE LAYAWAY OPEN FEE WILL BE RETURNED TO YOU ON A WALMART SHOPPING CARD IF YOU PAY OFF THE BALANCE DUE ON YOUR LAYAWAY ACCOUNT AND PICK UP YOUR ITEMS DURING REGULAR BUSINESS HOURS ON OR BEFORE THE DUE DATE, EXCEPT IN THE STATES OF CA, CO, MA, ME, MT, NJ, OR AND WA WHERE THE LAYAWAY OPEN FEE WILL BE RETURNED TO YOU IN CASH. IF SALES TAX WAS CHARGED ON THE LAYAWAY OPEN FEE, THE TAX WILL BE REFUNDED TO YOU AS A CREDIT AGAINST YOUR BALANCE DUE. The \$5.00 Layaway Open Fee will not be applied to the balance of your account when you pay off your layaway account.

2. A Down Payment of \$10.00 or 10% of the purchase price of the items placed in your layaway account, whichever is greater, will be collected at the time you open your layaway account. If additional items are later added to your layaway account and the initial Down Payment plus payments made to date do not equal 10% of the purchase price of all the items then in your layaway account, an additional Down Payment will be required.

3. Items in your layaway account will be held at this store, and may be picked up upon payment of the balance.

Walmart 
Save money. Live better.

(859) 282 - 8333
MANAGER RYAN CURTIS
7625 DOERING DR
FLORENCE KY 41042

ST# 1510 OP# 00006717 TE# 77 TR# 07634
** VOIDED ENTRY **
LAYAWAY FEE 060538804147 5.00-N
SHOP CARD 00787427777 5.00 N
LAYAWAY PAID OUT
LWY ACCT REDACTED

CUSTOMER ID # 6006431510704963

Holiday Layaway

SUBTOTAL	147.02
TOTAL	147.02
HCARD TEND	147.02

ACCOUNT # **** * 0650 S
APPROVAL # 057126
REF # 231900467399
TERMINAL # 32010548

11/14/12 15:52:09

CHANGE DUE 0.00

LAYAWAY PICKUP

LOUIS TURNER
LWY ACCT 97008231

BIN LOCATIONS
6101

FIREARMS 004770084600 417.00 X
LWY ITEMS 1

LAYAWAY PYMT
NEW BALANCE 0.00 147.02

Please note:

1. Another copy of the layaway agreement or a statement of your account will be provided upon request.

2. IF YOU DO NOT PAY OFF THE BALANCE DUE ON YOUR LAYAWAY ACCOUNT AND PICK UP YOUR LAYAWAY ITEMS DURING REGULAR BUSINESS HOURS ON OR BEFORE DECEMBER 14, 2012 (12/14/2012), THEN YOU HAVE CANCELLED YOUR LAYAWAY ACCOUNT.

3. IF YOU CANCEL YOUR LAYAWAY ACCOUNT:

ALL ITEMS IN YOUR LAYAWAY ACCOUNT WILL BE RETURNED TO INVENTORY AND MAY NOT BE AVAILABLE FOR PURCHASE - YOUR DOWN PAYMENT AND PAYMENTS MADE WILL BE REFUNDED
WHEN YOU INITIATE YOUR LAYAWAY

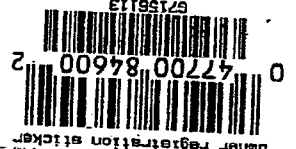
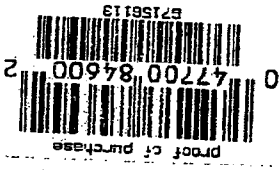
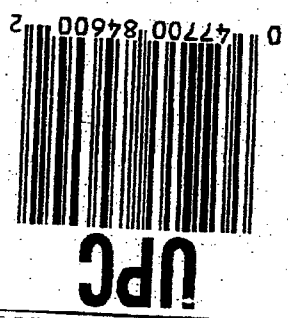
PROOF OF PURCHASE

ORDER NO. **84600**

BARREL LENGTH **24"**

CAPACITY **6**

G7156113



MODEL 700th ADL
BOLT ACTION CENTERFIRE RIFLE
24" BARREL 223 REM
MOUNTED 4-12 X 40MM SCOPE
ASK FOR THE PACKING CARTON
INSTRUCTION BOOK 3509
901049 CABLE LOCK
401016 MOUNTED SCOPE

1 800-243-9700
David #8262 repair
Robin

3M FORM F1651


Remington

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PAID NO 3509
RD FOR PRD 7055 REV 12/11

Walmart 
Save money. Live better.

(859) 282 - 8333
MANAGER RYAN CURTIS
7625 DEERING DR
FLORENCE KY 41042
ST# 1510 CP# 08306600 TEL# 97 TR# 06152
LAYAWAY PAYMENT
LOUIS TURNER
LWY ACCT
 **REDACTED**
CUSTOMER ID # 6006431610704963

Holiday Layaway

PREV BAL	247.02
PAYMENT	100.00
NEW BALANCE	147.02
CASH TEND	100.00
CHANGE DUE	0.00

Please note:

1. Another copy of the layaway agreement or a statement of your account will be provided upon request.
2. IF YOU DO NOT PAY OFF THE BALANCE DUE ON YOUR LAYAWAY ACCOUNT AND PICK UP YOUR LAYAWAY ITEMS DURING REGULAR BUSINESS HOURS ON OR BEFORE DECEMBER 14, 2012 (12/14/2012), THEN YOU HAVE CANCELLED YOUR LAYAWAY ACCOUNT.
3. IF YOU CANCEL YOUR LAYAWAY ACCOUNT:
— ALL ITEMS IN YOUR LAYAWAY ACCOUNT WILL BE RETURNED TO INVENTORY AND MAY NOT BE AVAILABLE FOR PURCHASE
— YOUR DOWN PAYMENT AND PAYMENTS MADE WILL BE REFUNDED
— YOUR LAYAWAY AGREEMENT PROVIDED WILL BE VOIDED
— YOU WILL BE ASSIGNED YOUR LAYAWAY ACCOUNT TO DETERMINE IF THE LAYAWAY OPEN FEE AND ANY APPLICABLE SALES TAX ON THE OPEN FEE WILL BE REFUNDED

FOR YOUR CONVENIENCE, LAYAWAY PAYMENTS
CAN NOW BE MADE AT OUR FRONT REGISTERS

TRANSACTION TOTAL 100.00
LAYAWAY PAYMENTS 100.00-
RECEIPT REFUND VALUE 0.00

TC# 4780 6166 2378 4868 5681



Find low prices on the go.
Get the Walmart app. Call #WMT.
11/14/12 15:16:28

CUSTOMER COPY



