

Remington Arms Co., Inc.
Product Service
Legal Case #:9474

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329185	12/2/2013	11/14/2013	12/3/2013	11/12/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Wilde	120 East Hill St	Kasota	MN	56050		H 507-382-5907

Incident Information

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

11/14/13: I received call from Richard Wilde, he said that while hunting in MN his rifle fired on safety release. No injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700S/7MM REM MA	85422	S6708613		9/16/2009 12:40:37 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE /		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700S/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace trigger, check over and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

11/14/13: Sending ARS, letter, and SR paperwork. Box sent of SAP order 1562737. jbi 12/5/13: Per Ilion, "could not duplicate concern. To restore confidence in rifle will replace trigger assembly, check over and test fire at no charge good will gesture." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/3/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG SS
	Date Code		DD
	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	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Remington®

2611
DD9/08
4.5
.011

November 14, 2013

9474

COPY

Richard Wilde
120 East Hill St
Kasota, MN 56050
Phone: 507-382-5907

Ref # 9474, Model 700, Serial # S6708613

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

RECEIVED
DEC 05 2013

BY:.....

Serial
Number:

S6708613

Model: 700



RE00329185

could not disp. concern.
To restore confidence in rifle
will rep. T. A. check lower + rest.
N/C Good will gesture

260924

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 30263

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 SR00067621	Serial Number / Description S6708613 Model 700S RIFLE	Date of Request: 11/14/2013 Date Printed: 11/14/2013
Customer: RICHARD WILDE 120 EAST HILL ST KASOTA, MN 56050 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 # 9474. jbi

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

Grand Total: \$.00

ARS LABEL REQUEST FORM

DATE: 11/14/2013	Service Request # SR00067621
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb	email address: I will mail

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	RICHARD WILDE 120 EAST HILL ST KASOTA, MN 56050 US SR00067621 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 14, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067315430
 REF 1:SR00067621
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.01		PUB+HANDLING 11.01

ATTN: Product Service







