

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9669

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332496	1/2/2014	12/12/2013	1/14/2014				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jay	Hancock	7611 South Westshore Blvd	Tampa	FL	33616		H 919-796-6228

## Incident Information

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

12/12/13: I received call from Jay Hancock, he said that he was deer hunting in November and the gun fired when he pushed the safety off. He said that the safety cut his thumb, but he did not receive any medical treatment. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	SPT-78/3006 SPRG	26164	C6334245	BJ	1/6/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLEN ZANDERS SPTG GDS		N			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/SPT-78/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA, check over and test at no charge						
Repair/Replacement Cost	Repair/Replacement Date					

12/12/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1575077. jbi 1/7/14: Per Ilion, could not duplicate concern. jbi 1/10/14: I emailed Ilion to replace trigger, check over, and test at no charge as a goodwill gesture. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	1/3/2014	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 3006 SPRG	
	Date Code	BJ	
	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	ACTION VERY DIRTY UNDER STOCK
	Stock Condition	Slightly Worn; Functioning	MARS,DENTS,SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

# Remington®

22"  
25 1/8  
4.5  
101

COPY

December 11, 2013

9669

Jay Hancock  
7611 South Westshore Blvd  
Tampa, FL 33616  
Phone: 919-796-6228

Ref # 9669, Model SPT-78, Serial #C6334245

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:

C6334245

Model: 78-SPORTSMAN



RE00332496

RECEIVED  
JAN 07 2014

BY: .....

# 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](http://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.**

<b>Service Request Number</b> SR00070890	<b>Serial Number / Description</b> C6334245 Model SPT-78 RIFLE	<b>Date of Request:</b> 12/12/2013 <b>Date Printed:</b> 12/12/2013
<b>Customer:</b> JAY HANCOCK 7611 SOUTH WESTSHORE BLVD TAMPA, FL 33616 US  Email:	<b>Destination:</b> 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 #9669. 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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00

## ARS LABEL REQUEST FORM

DATE:	12/12/2013	Service Request #	SR00070890
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:	JAY HANCOCK 7611 SOUTH WESTSHORE BLVD TAMPA, FL 33616 US SR00070890  Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 12, 2013 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX6969067195007  
REF 1:SR00070890  
REF 2:

HANDLING CHARGE 0.00		
SINGLE - PIECE PUB RATE	CHRG:	SVC T/P USD
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 11.68	PUB+ HANDLING	11.68

ATTN: Product Service
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