

Remington Arms Co., Inc.
Product Service
Legal Case #:8634

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
303298	3/5/2013	2/20/2013	3/13/2013	1/17/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Garvin	437 Lebanon Church Rd	Decatur	MS	39327		H 601-480-1384 E jgbuckmaster@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	pass side truck door, windshield damaged	Cause:4016 Fired While Obstructed		Unknown
S		Concern:1007 Fired on Safe Release		
C				

2/20/13 Per call from John, on Jan 17th he was unloading his 700. He laid the rifle in the seat of the truck. When he moved the safety to fire it fired and blew the end of the barrel up. The front sights blew off also. The truck is a '72 Chevy pick-up and it has 3-4 holes in the passenger door and the windshield is damaged. He has pictures and has not had it repaired yet. He had not fired the rifle that day but had the evening before.cm 2/20/13 Rec'd email from Garvin with a picture of a box of Remington ammo. He says it was loaded with Rem, not Win as he stated earlier.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6258360	PS	6/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNEY PITTS PA		N			

CONCERN: FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CL PSP/150	3006 SPR				
Concern	Other	Factory	Reload			
0:		Y	N			

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
Special price new 700 BDL 30-06						

Repair/Replacement Cost Repair/Replacement Date

2/20/13 Mailing box and ARS.cm 2/20/13 Emailing S. Strickland to send one for the ammo, box and incident brass.cm 3/7/13 Received additional photos of damage to truck and a poncho that was in the truck as well as the barrel and rifle sights. Called Garvin and left a voice message with some inspection results and asked that he call me.cm 3/11/13 Emailed quote to Garvin. Can change quote to BDL model at price of \$246.67 + tax and shipping if he prefers sights, wood and bluing.cm 3/12/13 Garvin sent an email that he feels we should cover or he will turn over to an attorney. I sent an email with inspection results and that I could return as received if he did not want to purchase at a special price.cm 3/13/13 Garvin wants the BDL. Sent email that total with tax, no shipping is \$263.94. Ordered on transfer ord #1478330.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		3/6/2013

Examination	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4016	Fired While Obstructed	COULD NOT DUPLICATE FSR AT BENCH
Barrel	Description		22" 3006 SPRG
	Date Code		PS
	Bore Plugged	False	
	Bulged	True	
	Fired	True	
	Fired while Obstructed		UNKNOWN, RUSTING AT COMPRESSION AREA
Bolt	Muzzle/Crown Condition	Abused; Not Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Abused; Not Functioning	RUST ON BBL AND REC UNDER STOCK
	Stock Condition	Slightly Worn; Functioning	MARS SCRATCHES
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		BOLT LOCK SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.003
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Not Functioning	DIRTY
	Pull	---Select---	5#
	Altered	True	SEALANT MISSING FROM PULL SCREW
	Sub-Assembly	M/700 Bolt Lock	

Mitchell, Christy

From: Strickland, Sandra K.
Sent: Friday, March 08, 2013 10:47 AM
To: Mitchell, Christy
Subject: RE: Message from "RNP0026731AC249"

The ammo was manufactured in 2012 and it looks pretty good. The box looks good also. I will have Steve look at the fired round and measure the unfired rds.

-----Original Message-----

From: Mitchell, Christy [mailto:Christy.Mitchell@remington.com]
Sent: Friday, March 08, 2013 9:43 AM
To: Strickland, Sandra K.
Subject: RE: Message from "RNP0026731AC249"

We've inspected the rifle and it's in Poor condition from maintenance issues. I would like inspection info on the ammo so let me know what they find after inspection. I have pics and a similar letter that came in with the rifle.

Christy Mitchell

-----Original Message-----

From: Strickland, Sandra K.
Sent: Friday, March 08, 2013 10:40 AM
To: Mitchell, Christy
Subject: FW: Message from "RNP0026731AC249"

I just wanted to send the letter to you.
The box is 30/06 our ammo and the ammo inside is ours.
I am not sure what to do with the 6 unfired rds.
Kris is not here and I don't want to make that decision whether to shoot or what to do?

Sandra

-----Original Message-----

From: SANDRA [mailto:sandra.strickland@remington.com]
Sent: Friday, March 08, 2013 7:30 AM
To: Strickland, Sandra K.
Subject: Message from "RNP0026731AC249"

This E-mail was sent from "RNP0026731AC249" (Aficio MP C300).

Scan Date: 03.08.2013 08:30:15 (-0500)

Estimating Report

www.Remington.com

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00303298		Serial Number / Description 6258360 Model 700 Center Fire Caliber: 30 -06		Date Received: 03/05/2013 Estimate Date: 03/15/2013 Date Printed: 03/27/2013				
Customer: JOHN GARVIN 437 LEBANON CHURCH RD DECATUR, MS 39327 US			Return To: JOHN GARVIN 437 LEBANON CHURCH RD DECATUR, MS 39327 US					
Please Circle One: VISA MC DISCOVER Card No. _____ Exp. Date _____ Open Account: R _____ PO Number: _____								
Approval Signature: _____ Date: _____ Daytime Phone: (____) _____ Time to Call: _____								
<input type="checkbox"/> If you desire any change, please use the reverse side for your comments and mark this box.								
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION			Problems Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION					
Technician Comments quote to replace in exchange for \$247. + tax and shipping ramac # 25793								
ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000254	Service	GR-FIREARM REPLACEMENT	47	Billable	47	1.00	0	247.00
							Sub Total:	264.00
							Est Sales Tax:	18.48
							Grand Total:	\$282.48

2211
PS6/69
5th
003

February 20, 2013

8634

COPY

John Garvin
437 Lebanon Church
Decatur, MS 39327

Subject: Case #8634, Model 700, SR# 45770

Dear Mr. Garvin,

Please include a copy of this letter with the firearm as well as the Service Request form.
The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly. Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Serial
Number:

6258360

Model: 700



RE00303298

RECEIVED
MAR 07 2013

EY:.....

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

PS 32224

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8634

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 SR00045770	Serial Number / Description 6258360	Date of Request: 02/20/2013 Date Printed: 02/20/2013
Customer: JOHN GARVIN 437 LEBANON CHURCH RD DECATUR, MS 39327 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
Prod Serv #8634. End of bbl and sights blew off. Truck damage at door and windshield.cm

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700	Serial Number: 6258360
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: 	Date of Purchase: 10-1-2002
Address (no PO Boxes): 437 Lebanon Church Rd.	
City: Decatur	State: MS Zip: 39327
Phone (Daytime): 601-480-1384	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Tgbuckmaster@yahoo.com	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: On the morning of 1-17-2013 It was Snowing, I had my rifle laid across the Seat of my truck had just came In From a hunt, I had my rifle laid across my seat Trying to keep it out of the snow, went to unload the gun it was on safety and as soon as I moved it to fire to unload the gun discharged. I have been around guns all my life and I knew 100% that there was nothing near the trigger, I didn't do anything about this problem with this gun till I began to read about this online and found out that this has happened numerous times, just writing this makes me shake, I have had a hard time with this I do feel blessed,	
Ammunition Information:	
Manufacturer: Remington	Type: 30-06 150 Gr. Core-Lokt P&P A30062
Other (i.e. bullet weight/type, shot size, powder):	
Handicapped Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Pleased to be Alive after this incident, Its just a minical
 no one was injured or killed from this. I do hope Remington does
 take inconsideration that I have been mentally bothered by this.
 I no for sure I will never hunt with a gun that has the walker
 Fire Control In it. If I'm able to hunt at all, Its just
 amazes me that Remington would not put a recall on this gun.
 I do hope this can be settled with out future action.

2-25-2013
John M. Harris Jr.

ARS LABEL REQUEST FORM

DATE: 02/20/2013	Service Request # SR00045770
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchells	
email address: Christy.Mitchell@remington.com	

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

MAIL LABEL TO:	JOHN GARVIN 437 LEBANON CHURCH RD DECATUR, MS 39327 US SR00045770 Email:
RETURN ITEM TO:	ILN Arms Services

4XX598 FEB 20, 2013 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 124XX5989066668409 ALL CURRENCY USD
 REF 1:SR00045770
 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 0.60
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 10.93 PUB + HANDLING 10.93

ATTN: Prod Serv #8634

Mitchell, Christy

From: john garvin [jgbuckmaster@yahoo.com]
Sent: Wednesday, February 20, 2013 12:37 PM
To: Mitchell, Christy
Subject: Re: Remington 700, John Garvin, Case #8634
Attachments: IMG_0186.jpg

christy i think i told you the wrong kind of bullets i was useing here is a picture of the box it came out of i think i told you winchester but i was wrong

From: "Mitchell, Christy" <Christy.Mitchell@remington.com>
To: "jgbuckmaster@yahoo.com" <jgbuckmaster@yahoo.com>
Sent: Wednesday, February 20, 2013 10:23 AM
Subject: Remington 700, John Garvin, Case #8634

Mr. Gavin, per our phone conversation I am emailing my contact information. Again, I am sorry to hear of the incident and damage. If you would like to send the pictures by email you can send them to Christy.mitchell@remington.com or you can include them inside with the rifle when you ship it.

You should receive the box with the UPS ground prepaid shipping label inside within 7 business days. Take the package and pre-addressed prepaid label to a UPS terminal and they can scan and ship it no charge.

If you have any questions, following is my direct number or call 800-243-9700 800-243-9700,
press "0" for the operator and ask for me by name.

Sincerely,

Christy Mitchell



ShipRequest™



Ship To: John Garvin
Company:
Address 1: 437 Lebanon Church
Address 2:
Address 3:
City: Decatur
State/Province: Mississippi
ZIP/Postal Code: 39327
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Wed, February 27, 2013
Package ID: 8800

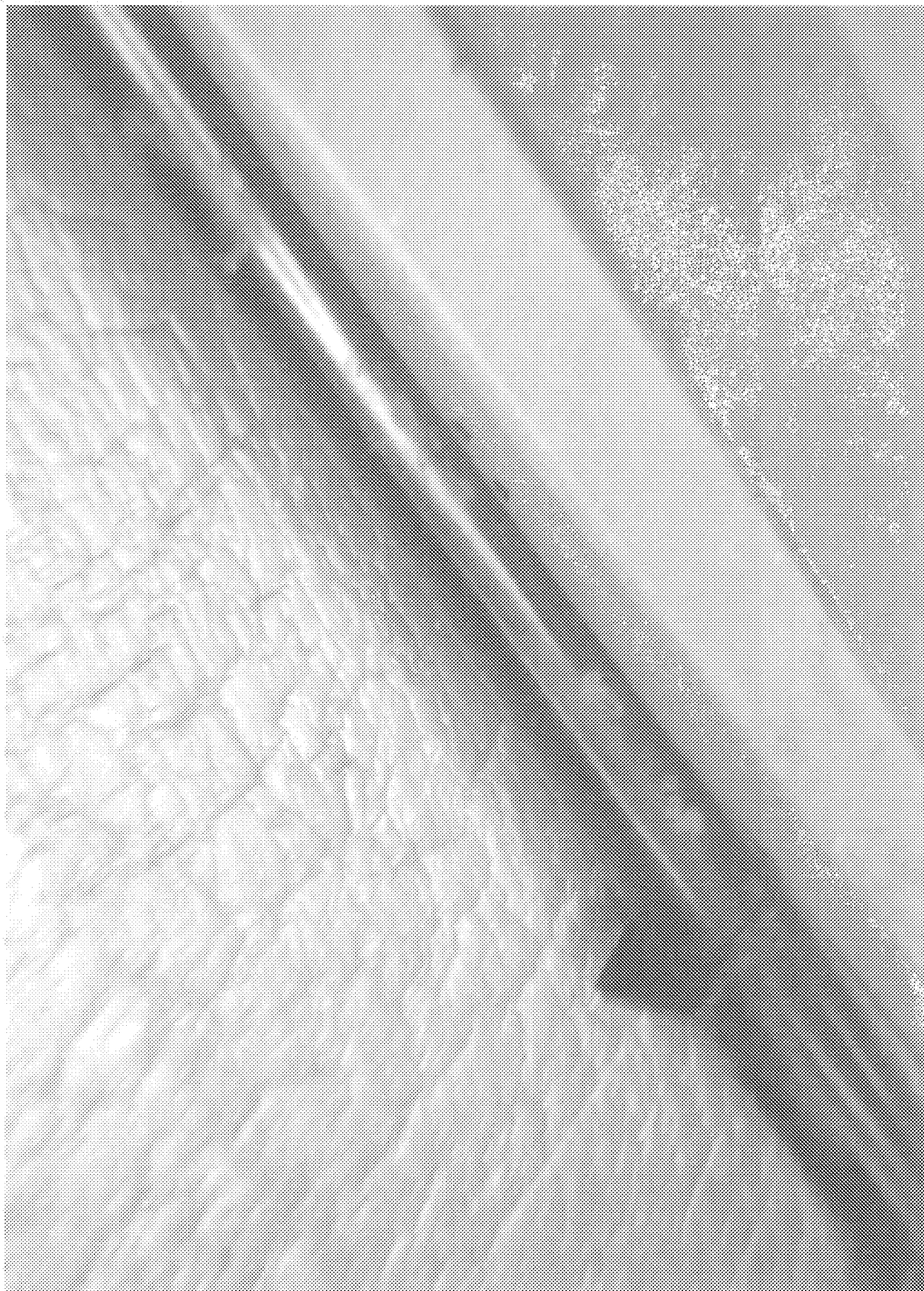
Special Instructions:

Sender Name: Christy Mitchell
email: Christy.Mitchell@remington.com
Prepared By:
Phone:

Date: 02-21-13 1 lb 14.6 oz
Acct # : 230145
Cust # : 0DL0000012937
Zip/Zone: 39327 / 4
Trk # : 124XX5960300053930
Pkg ID #: 8800
Service : UPS Ground
Base : \$ 7.33
Spc S: \$ 2.15
Addl : \$ 0.00
Total \$ 9.48













Remington.
CORE-LOKT®

30-06 SPRINGFIELD

150 GR. CORE-LOKT PSP R30062





