

Remington Arms Co., Inc.
Product Service
Legal Case #:8785

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
309552	4/30/2013	4/8/2013	5/1/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Garreth	Hevener	2748 5th Ave.	Huntington	WV	25702		H 304-634-2931 E ghevener@yahoo.com

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				

4/8/13: Garreth Hevener emailed through Right Now Technology system. Ref# 130404-000002. He stated he had a FSR with rifle around late February or early March and he stated his finger was not on the trigger, it was not raining, it was cool with temps around mid to high 30's, the rifle is stored in a gun case, trigger is cleaned after each time he has the rifle out and shoots it, he uses Slip2000 EWL on the rifle as both cleaner and lubricant. He stated he bought gun about 1 year ago and it has about 230 rounds through it. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25739	G6988947	WF	8/4/2010 12:38:21 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT CENTER (WL)		U			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Federal	/168 gr.	308 WIN				
Concern	Other	Factory	Reload			
0:	Gold Medal Match	Y				

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Replace TA, clean & test - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

4/8/13: Mailed ARS, letter and service request paperwork to customer. df 5/2/13: Per Ilion - Could not duplicate concern. TA dirty & rusty. Dirt/Sand on action under stock. As a goodwill gesture to restore confidence in rifle will replace TA, clean & test at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/1/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	CHAMBER IS DIRTY/ROUGH
Barrel	Description		20" 308 WIN HB FL LTR
	Date Code		WF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; 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	Slightly Worn; Functioning	SOME LITE RUSTING UNDER STOCK
	Stock Condition	Slightly Worn; Functioning	LITE DIRT/SAND ON ACTION UNDER STOCK
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	LITE RUSTING,DIRT/SAND
	Pull	---Select---	2#
	Altered	False	40X TPA SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

20"
w/ 8/11
2#
1012

April 8, 2013

8785

COPY

Garreth Hevener
2748 5th Ave.
Huntington, WV 25702
Phone: 304-634-2931

Ref # 8785, Model 700, Serial # G6988947

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7883 or 7872

RECEIVED
MAY 02 2013

BY:.....

Serial Number:

G6988947

Model: 700



RE00309552

could not dup concern
T.R. dirty + rusty. Dirt/sand
on action under stroke. A & A
Good-Will Gesture to restore
confidence in rifle will help.
TRR, clean test at N/C

#260974

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

PS 32430

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 SR00050107	Serial Number / Description G6988947 Model 700 RIFLE Caliber: 308	Date of Request: 04/08/2013 Date Printed: 04/08/2013
Customer: GARRETH HEVENER 2748 5TH AVE. HUNTINGTON, WV 25702 US Email: ghevencr@yahoo.com	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 # 8785. dmf

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

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

Model Number: 700 - LTR		Serial Number: 66988947	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Garrett Hevener		Date of Purchase: 6/2012	
Address (no PO Boxes): 2748 5th Ave			
City: Huntington		State: WV	Zip: 25702
Phone (Daytime): 304 634 2931		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ghevener@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: Over the last approx 20 rounds through the rifle, the Bolt has become increasingly rougher on operation. When unfired, the bolt is slightly rough cycling. When fired, the bolt has to be forced into operation. Also in February I had the rifle loaded, slipped off the safety and had the gun discharge, finger off the trigger.			
500 characters left			
Ammunition Information:			
Manufacturer: Federal		Type: Gold Medal Match 168gr SMK	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	

Case/Hull Used: _____	Primer Used: _____
Bullet Type/Shot Size: _____	Reloader Used: _____
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Slip 2000 EWL</u>	
How often do you clean the bore? (Months or Number of rounds) <u>100 rounds</u>	
How often do you clean the action? (Months or Number of rounds) <u>After every trip shooting or every 2 months if not shot</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>After every day shooting or every 2 months if not shot</u>	
Brand of lubricant used: <u>Slip 2000 EWL</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>100 rounds</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>After every time used or every 2 months if not used</u>	
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>After every time used or every 2 months if not used</u>	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never</u>	
What were the services performed?) _____	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

- :: Record the serial number of your firearm before sending it.
 - :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
 - :: Remove all accessories from your firearm to prevent loss or damage.
 - :: Provide a return address on both the outside and inside the box.
- Shipments without a proper return address will be refused.

~~• Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.~~

Use our
label

Print

Reset

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- ~~Please package the ammunition in a secure carton or box.~~
- ~~The package should be stuffed to prevent movement.~~
- ~~Include service request number.~~
- ~~Shipment of live ammo must be via U.P.S. only.~~
- ~~Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.~~

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00050107
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



3765

Reference # 130404-000002
Status Updated
Assigned To Administrators Dell -
Product Firearms
SLA Not specified
Queue CSR
Date Created 04/04/2013 12:43 AM
Date Initial Solution Response 04/05/2013 03:47 PM
Last Updated 04/05/2013 04:30 PM
Date Closed 04/05/2013 03:34 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

Gun help**Discussion Thread**

Customer (Garreth Hevener) 04/05/2013 04:30 PM
 Dell: I don't have the exact date of the AD but it was in late February or early March. It was not raining, but was cool with the temp around mid to high 30s. My rifle is stored in a gun case primarily and the trigger assembly and action is cleaned after every time I have the rifle out and shoot it. The barrel does not get cleaned as frequently as I prefer a somewhat fouled barrel for precision shots. I use Slip2000 EWL on my rifle as both the cleaner and the lubricant. If you need any further information, please let me know. Garreth Hevener 2748 5th Ave Huntington, WV 25702 (304)634-2931 ghevener@yahoo.com

Sent from my iPhone
 On Apr 5, 2013, at 3:47 PM, "Remington Information" info@remington.com wrote:

Response (Dell -) 04/05/2013 03:47 PM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the following information.

1. Date of the incident
2. If you were outside when the incident happened what were the weather conditions?
3. How often do you clean the trigger area?
4. How is your firearm stored? Safe, gun case, gun cabinet, etc.

We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include service request paperwork to get it into Product Service Dept.

Sincerely,
 Dell

Note (Danny -) 04/05/2013 01:31 PM
 Dell and Christy

Customer (Garreth Hevener) 04/04/2013 12:43 AM
 Dear Sir or Ma'am:

I have a Remington 700 LTR that I purchased about one year ago. The serial number is G6988947. I have around 230 rounds through the rifle and I have two issues with the rifle. One is that when I used the safety for the first time a little while back, when I flipped the safety off, the rifle had an accidental discharge, with my finger not on the trigger. My other issue is, even though I have kept it cleaned and oiled, the bolt is getting very tough to cycle once it has been fired. I was wondering if I could send the rifle back to you to get checked out and see what could be done to get it fixed. My contact information is listed below. Thanks in advance for your help.

Sincerely,
 Garreth Hevener
 2748 5th avenue
 Huntington, WV 25702
 (304)634-2931

Sent from my iPhone

Primary Contact

First Name: Garreth
Last Name: Hevener
Organization:

Login: ghevener@yahoo.com
Title:
Contact Type:

Email: ghevener@yahoo.com

Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

ARS LABEL REQUEST FORM

DATE: 04/08/2013	Service Request # SR00050107
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: I WILL MAIL LABEL	

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

LABEL INFORMATION

MAIL LABEL TO:	GARRETH HEVENER 2748 5TH AVE. HUNTINGTON, WV 25702 US SR00050107 Email: ghevener@yahoo.com
RETURN ITEM TO:	ILN Arms Services

4XX686 APR 8, 2013 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX68680086232914 ALL CURRENCY USD
 REF 1:SR00050107
 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 0.50
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 RRD 0.00
 TOT PUB CHG 10.39 PUB + HANDLING 10.39

ATTN: Product Service







