Remington Arms Co., Inc. Product Service

			Legal Case	#:8528				
Case Information			_					
RE#	Date Opene	d Date O	pened(PS)	Date Closed	Incident Date	e Pre Lit	t Lit	Obsolete
301645/30170	9 2/22/2013	1/2	28/2013	2/26/2013				Х
Customer Informa	tion							
Type Busin	ess First Name	Last Name	Street	City	State	Zip Age	Co	ontact
Incident	Larry	Mackey	112 Stanley Av	e Winston S	Salem NC	27101	H 336	-724-3219
Incident Informati	ion							
Claims		C	odes	Re	pair Est. Medi	ical Treatme	nt Med	lical Status
PI gash in finger	-	Ü	0403		Pan 2300			
PD	Cause:4	106 Altered A	djustments or Com	nonents				
S Fired on bolt		:1008 Fired on I	•	ponents		N		
C	- College							
was produced in '8 bandaged himself 7mm-08 that he be	om Mackey, his Cust 39 but he just recently and did not get medi- ought in 2006. After to on bought for him, us	started using it. cal attention. The hat one he had a	. It's a collectors ite is is the 2nd Custon a gunsmith install a	em so he has been m rifle that has h Timney trigger i	n saving it. He sho ad this problem. I for \$175 and sold	ould have had The first was	d stitches a 700 Tita	but he anium
Firearm Informati	on							
Mfg.	7	Гуре	Model/	Ga.	SKU	Serial	Bbl.	DOM
Remington		F/BA	700/35 WH		25609	C6434922	EJ	10/5/1989
Date Purchase	-	Purchased	Accesso	ries Or	iginal Owner			
CONCERN: FBC		RTS CENTER			Y			
Mfg.	Туг	e	Mod	lel/Ga.	SKU	Seria	al Bbl.	DOM
Remington	SG/C	U	Peerles	ss/12 GA	24815	RP0099	924 BP	1/11/1995
Date Purchased				ssories	Original Ow	ner		
CONCERN: TOP	JERRYS SPORT BBL NOT FIRING			CHOKE TUBES	N			
,								<u></u>
Ammunition Info	rmation - None Defin	ed	0					
Other Products In:	formation - None Def	fined						
Settlement								
			Remington/70	0/CF/BA				
Settlement	Release o	f Claims	Release Date	Reimb	urcement	Cash Re tlement	eim. Date APV	Cash Date APV
Replace TPA no c						•		
as goodwill								
			epair/Replacemen	it Date				
1/28/12 Moiline A	.46 ARS labels. Ordered b		2/26/2013 cm 2/26/13 Per IIi	on regarding 200	) locking halt av	erlack and fla	fit loose	Check over
	ir as needed at 1/2 no					HIOCK AIRCH	: III IOOSC.	CHECK OVE
				g			-	
Examination[Rem	ington/CF/BA]						·	
Part	Sub-Part		Code			Comment	<del></del>	
	aminer			B.TR	AVIS			
[	am Date			2/25/				
((	oduct Type			RF				
LAMIIII ALIOII	ouder rype			IXI.	···			

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/25/2013
Examination	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
			1

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=8528&Type=Case

Cause	4006	Altered Adjustments or Components	
	Description		24" 35 WHELEN
	Date Code		EJ
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Not Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
D	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
C C .	Description		STANDARD SAFETY
Safety	Function	Like new; Functioning	
	Lift	Select	.014
Sear	Notch	Slightly Worn; Functioning	
	T	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
T.:	Pull	Select	2#
Trigger	Altered	True	PULL SCREW TURNED OUT AND RESEALED
	Sub-Assembly	M/700 Non-Bolt Lock	

Examination[Remington/SG/OU]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/25/2013
Examination	Product Type		RF
	Action Type		Α
	Assigned To		S.NICHOLS
Cause	4031	Worn parts or components	LOCKING BOLT OVER LOCK AND LOOSE FIT ON FOREND THIS IS NORMAL WEAR ON THIS MODEL
	Description		12/26" VT OU
	Date Code		ВР
	Bore Plugged	False	
	Bulged	False	
Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=8528&Type=Case

2/28/2013

PrintDisplay Page 3 of 3

Ĺ	Condition	Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Slightly Worn; Functioning	LOOSE FIT
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		STANDARD SAFETY
Safety	Function	Like new; Functioning	
T	Test Fired	False	
Tests	Feeding Test	False	
	Condition	Slightly Worn; Functioning	
Trigger	Pull	Select	5#
	Altered	False	
	Sub-Assembly	Other Remington	

#### Service Request

## Remington Service



Date Printed: 01/28/2013

Date of Request:

01/28/2013

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.

Serial Number / Description Service Request Number

SR00043327

RP009924

Model 320 SHOTGUN 12 gauge

Customer: LARRY MACKEY

112 STANLEY AVE

WINSTON SALEM, NC 27101 US

Destination:

**Arms Services** 14 Hoefler Ave

Ilion, NY 13357 US

Email:

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

M110 - FAILS TO FIRE

Service Request Section

top bbl doesn't always fire BOTTOM ALSO

Parts And Service Details

Material

Type

Description

Qty Needed

Warranty

Disc Amount

Locking bolt overlock +

F/E f. + Loose. Check over

comp. rep MS Needed At

1/2 Normal cost. DECETVE

FEB 26 2013

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



Gander Mountain #339 910 Hanes Mall Blvd Winston-Salem, NC 27103 (336) 231-3261

1/7/13

Trans.: 2390 Reg.: 028 Cashier: 568091 7:48 PM

Store: 00339 Till:028

Sales: 568091

57.37

907.36

SALE



PEERLES:12G3IN:25-1/2VR: 849.99 T

499917349096 1 @ 849.99

Serial Number:

RP009924

Sales Assoc. 568055

Subtota1 849.99 Tax

Total

Debit Card (S) 907.36

REDACTED

907.36 Total Tender

00.0 Change Due

> Thank you for visiting Gander Mountain

Shop online at www.GanderMtn.com

Customer Copy

			Remington Arms Co			
			Product Service	· · · · · · · · · · · · · · · · · · ·		
se Informat	ion			a kalenda		
RE# 301645	Date Opened	Date Opened	(PS) Sa Daté Clos	cd 3 Tncider	t Date : Pre I	it Lit Obsolete
stomer Info	rmation)		e maria da la proposición de la composición del composición de la composición de la composición del composición de la composición del composición de la composición del composición de la compos			
Type B	usiness First Na	me - Last Name	Street	City	State Zip A	gci is Contact
ncident <sup>:</sup>	Larry	Mackey	112 Stanley Ave	Winston Salem	NC . 27101	H 336-724-3219
ideni İnfori	mation		paint a term and term.			
· · · Cla	ims .	TABLE MEXICO	des a la Service	Repair Est	Medical Treatm	ent Medical Statu
PI gashini	finger					•
PD		11	her - Unexamined'		N	
S Fired on C	bolt closing	Concern:1008 Fit	red on Bolt Closing			al
_	II from Mackey his	Custom Shop rifle	.35 Whelen fired when h	e closed the holt ar	nd the recoil put a co	ach in his four-finger I
	on nasedW	Type CF/BA	Model/Ga 700/35 WHELE	Original (	Victoria nan	per upp reserve by the part of the part of the period of t
lype Incern: F		R SPORTS CENTER		Y	ν	11 330-724-3219
Remingt Date Purch	ased 🔩 🔏 🐺	SG/OU Where Purchased ↓ YS SPORT CENTER	Pecrless/12 Accessor	THE TRACK A VA. TOWN THE REAL PROPERTY.	Owner L	924 1111175.
Date Purch	JERRY	Where Purchased a	Accessor	es 44 POriginal	Owner L	924 1/11/1993
Date Purch	ased 🔩 🔏 🐺	Where Purchased   YS SPORT CENTER  Defined	Accessor	es 44 POriginal	Owner L	#1.9 m 4.0 m 3.0 m
Date Purch	JERRY	Where Purchased   YS SPORT CENTER  Defined	Accessor	es 44 POriginal	Owner L	
nmunition I	JERRY  Information - None,  Information - None,	Where Purchaseds YS SPORT CENTER Defined e Defined	Accessor  INC  Remington/700/CF	es 24 Original N	Owner &	
mmunition I ther Product ettlement	JERRY  Information - None is Information - N	Where Purchased YS SPORT CENTER Defined e Defined ns Release	Remington/700/CF	es 24 Original N	Owner &	
Date Purch	JERRY Information - None, Is Information - None, Release of Clain Repair/Replacemen	Where Purchased YS SPORT CENTER Defined  © Defined  Rolea  Cost Repair/Rep	Remington/700/CF Remington/Reimburacement/Date	es 24 Original N	Owner &	
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Date Purch mmunition I her Product itlement ttlement R	nformation None Is Information None Is Information None Release of Claim Replacement ARS labels. Order Remington/CF/BA]	Where Purchaseds YS SPORT CENTER Defined to Defined Reference George Repair/Repl Fred boxes, #1452022	Remington/700/CF Remington/Reimburacement/Date	BA Sement Cash Ser	Owner &	CAPV Cash Date AP
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mmunition I her Product ttlement  ttlement  R 28/13 Mailin	repair/Replacement of Remington/CF/BA]  Sub-Part Examiner Exam Date Product Type Action Type	Where Purchaseds YS SPORT CENTER Defined to Defined Reference George Repair/Repl Fred boxes, #1452022	Remington/700/CF se Date Reimbur accinent Date	BA	tiement Reim Dat	eAPV Cash Date AP
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mmunition I her Product ttlement  ttlement  R 28/13 Mailin	region of the product Type Assigned To 4006	Where Purchaseds YS SPORT CENTER Defined  © Defined  E Releas  T Cost Repair/Replement boxes, #1452022	Remington/700/CF se Date Reimbur accinent Date	B.TRAVIS 2/25/2013 RF A S.NICHOLS	Owner L.	eAPV Cash Date AP
mmunition I her Product ttlement ttlement Part	nformation None, s Information None, s Informa	Where Purchaseds YS SPORT CENTER Defined  © Defined  E Releas  T Cost Repair/Replement boxes, #1452022	Remington/700/CF se Date Reimbur accment/Date	BA	Owner L.	eAPV Cash Date AF
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Part		ıb-Part	Code			Comment	
Examination[F	Remington/SG/OU]			Comp. 1; 29 Apr. — Fallon			
	Sub-Assembly	M/700 Non-Bolt Lock				17	
	Altered	True		PULL SO	CREW TURNED		
Trigger	Pull	Select		2#	untility of Stateman professional annual		
Chitalicina	Condition	Slightly Worn; Not Fun	ctioning	·	OT RETURNING	PROPERLY	
eeding Test		False					
ورد وسروان المألوم	Tests	Test Fired		False			1.25701
Scar	Notch	Slightly Worn; Function	ing				1.1
	Lift	Select		.014			mercular and the particular and the same
Safety	Function	Like new; Functioning		_			1484 42°
C. C	Description	•		STANDA	ARD SAFETY		
Receiver	Bulged	False		<b>-</b> ·			•
	Condition	Slightly Worn; Function	ing	-			
	Fore End Condition	Select		••			
Overall	Stock Condition	Slightly Worn; Function	ing	-			
M	Exterior Condition	Slightly Worn; Not Fun	ctioning	-			
,:	Notch Condition	Select		-			20.2 of
Locking	Lug Condition	Slightly Worn; Function	ing			.,	er in the Mi
	Block Condition	Select	***************************************				
Carr	Ext/Eject Test	False		-		e :``	
Extractor	Cut Condition	Slightly Worn; Function		ever .	£	•	i wadii
سنياني بيناه	Condition	Slightly Worn, Function		nos.			
.aa	Stop	Slightly Worn; Function					2/28/201
Bolt	Face Handle	Slightly Worn; Function					121
n - 4	Shroud	Slightly Worn; Function					
	Firing Pin	Slightly Worn; Function		-			Spire Aff
	Muzzle/Crown Condition	Slightly Worn; Function		-			
	Fired while Obstructed			-			
	Fired	False					

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•	and the second s

24" 510/2 2#

January 28, 2013

8528

Larry Mackey 112 Stanley Ave Winston Salem, NC 27101

Subject: Case #8528, Model 700, SR# 43322

Dear Mr. Mackey,

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



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

### Service Request

# Remington Service PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8528

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 Requist Number	Serial Number / Description		Date of Re	eanest:	01/28/2013
SR00043322	C6434922				01/28/2013
	Model 700 RIFLE Caliber: 35				
Customer: LARRY MACKEY		Destination: Arms Serv	ices		
112 STANLEY AVE		14 Hoefler	Ave		
WINSTON SALEM, N	IC 27101 US	Ilion, NY	13357 US		
Email:		Email:			
Your request for service on the returned. If not, you will be co	item(s) will be evaluated by our repairman to determine intacted with an estimate before work is performed.	if it is covered under our war	ranty policy. If it is yo	our firearm v	vill be repaired and
Reason For Return M123 - FORWARD TO F	PRODUCT SERVICE FOR INSPECTION				
Service Request Section Prod Serv #8528					
		:			
Parts And Service Details				<del></del>	
Material Type	Description	Qty Warran Needed	ity	Price	Disc Amount
		•			i
	• •				1
•					
•					
THIS IS NOT AN INVOICE. T being sent based on the convers	this is a pre-estimate to repair, recondition, or replace the sation with our representative.	item(s)	Sub T Est Sa	`otal: ales Tax:	.00 .00
			Grand	d Total:	\$.00

DEAR SIRS,

WHILE SITTING IN TREE STAND, CLOSED
THE BOLT TO CHAMBER A ROUND, RIFLE FIRED
WITH SAFETY ENGAGED, AFTER THAT INCIDENT
I NEVER HUNTED WITH IT AGAIN. AT HOME,
WITH RIFLE UNLOADED, I DUPLICATED THE
SAME SEQUENCE AND FIRING PIN DROPPED AGAIN,
ALSO, WITH BOLT CLOSED AND COCKED SOMETIMES
FIRING PIN WOULD DROP WHEN SAFETY LEVER
WAS DISENGAGED TO THE FIRING POSITION.
PLEASE NOTE THAT THESE EVENTS ARE
ERRATIC IN NATURE, BUT, RENDERS THIS
RIFLE TO BE VERY UNSAFE, I HAVE
CONFIDENCE THAT REMINGTON WILL RESOLU.
THIS MATTER,

THANK YOU —

LARRY MACKIE

112 STANKEY AVE.

WINSTON-SALEM, N.C.

27101

HOME 336-724-3219 CFIL 336-577-5654 EMAIL LARAYMACK SIB GMAIL COM

#### ARS LABEL REQUEST FORM

DATE:	01/28/2013	Service Request #	SR00043322
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellcs	email address:	Christy.Mitchell@remington.com

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

#### LABEL INFORMATION

MAIL LABEL TO:	LARRY MACKEY 112 STANLEY AVE WINSTON SALEM, NC 27101 US SR00043322 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 JAN 28, 2013 ACT WT 10.0 LBS #PK 1
SVG GNDCOM BL WT
TRACKING# 1Z4XX5969065395189 ALL CURRENCY USD
REF 1:SR00043322
REF 2:

HC 0.00 CNS 0.00 FRT: 3RD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DC 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00
AH 0.0B PR 0.00 ROD 0.00
TOT PUB CHG 9.73 PUB+HANDLING 9.73

ATTN: Prod Serv #8528

#### ARS LABEL REQUEST FORM

DATE:	01/28/2013	Service Request #	SR00043327
QUANTITY:	l	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles	email address:	Christy.Mitchell@remington.com

**Business:** 

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

#### LABEL INFORMATION

MAIL LABEL TO:

LARRY MACKEY

112 STANLEY AVE WINSTON SALEM, NC 27101 US SR00043327

Email:

**RETURN ITEM TO:** 

ILN

Arms Services

4XX596 JAN 28, 2013 ACT WT 10.0 LBS #PK 1 \$VC GNDCOM BL WT 10.0 LBS #PK 1 TRACKING# 1Z4XX5969067240770 ALL CURRENCY USI REF 1:SR00043327 REF 2: ALL CURRENCY USD

HC 0.00 CNS 0.00
SHIPMENT PUB RATE CHARGES:
DV 0.00 COD 0.00
DC 0.00 DGD 0.00
AH 0.00 PR 0.00
TOT PUB CHG 9.73 FRT: 3RD SVC T/P USD RS 0.50 0.00 ROD 0.00 PUB+HANDLING 9.73





