

Remington Arms Co., Inc.
Product Service
Legal Case #:8528

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
301645/301709	2/22/2013	1/28/2013	2/26/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Mackey	112 Stanley Ave	Winston Salem	NC	27101		H 336-724-3219

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI gash in finger				
PD	Cause:4006 Altered Adjustments or Components		N	
S Fired on bolt closing	Concern:1008 Fired on Bolt Closing			
C				

1/28/13 Per call from Mackey, his Custom Shop rifle, .35 Whelen fired when he closed the bolt and the recoil put a gash in his four-finger. It was produced in '89 but he just recently started using it. It's a collectors item so he has been saving it. He should have had stitches but he bandaged himself and did not get medical attention. This is the 2nd Custom rifle that has had this problem. The first was a 700 Titanium 7mm-08 that he bought in 2006. After that one he had a gunsmith install a Timney trigger for \$175 and sold it to a friend. He also has a Peerless that his son bought for him, used from Gander, and the top barrel doesn't always fire.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/35 WHELEN	25609	C6434922	EJ	10/5/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	D & R SPORTS CENTER		Y			

CONCERN: FBC,FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	SG/OU	Peerless/12 GA	24815	RP009924	BP	1/11/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC	REC'D LESS CHOKE TUBES	N			

CONCERN: TOP BBL NOT FIRING ALL THE TIME

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA no charge as goodwill						

Repair/Replacement Cost Repair/Replacement Date

46.04 2/26/2013

1/28/13 Mailing ARS labels. Ordered boxes, #1452022.cm 2/26/13 Per Ilion regarding 320, locking bolt overlock and f/e fit loose. Check over completely. Repair as needed at 1/2 normal cost.cm 2/26/13 Replace TPA no charge as goodwill.cm

Examination[Remington/CF/BA]

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

Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 35 WHELEN
	Date Code		EJ
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2#
	Altered	True	PULL SCREW TURNED OUT AND RESEALED
	Sub-Assembly	M/700 Non-Bolt Lock	

Examination[Remington/SG/OU]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/25/2013
	Product Type		RF
	Action Type		A
	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
Barrel	Description		12/26" VT OU
	Date Code		BP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

Parts and Repairs: P:800-243-9700/F:336-548-7801

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.**



24"
BP/g

Service Request Number SR00043327	Serial Number / Description RP009924 Model 320 SHOTGUN 12 gauge	Date of Request: 01/28/2013 Date Printed: 01/28/2013
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		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

Serial Number: RP009924

Model: 320



RE00301709

Locking bolt overlock +
F/E L. + loose. check over
comp. rep. as needed at
1/2 normal cost.

RECEIVED
FEB 26 2013

BY:

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 7:48 PM
Trans.: 2390 Store: 00339
Reg.: 028 Till: 028
Cashier: 568091 Sales: 568091

SALE



PEERLES:12G3IN:25-1/2VR: 849.99 T
499917349096 1 @ 849.99
Serial Number:
RP009924
Sales Assoc. 568055

Subtotal 849.99
Tax 57.37
Total 907.36
Debit Card (S) 907.36

REDACTED

Total Tender 907.36
Change Due 0.00

Thank you for visiting
Gander Mountain

Shop online at
www.GanderMtn.com

Customer Copy

Remington Arms Co., Inc.	
Product Service	
Legal Case #: 8528	

Case Information

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301645	2/22/2013	1/28/2013					

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Incident		Larry	Mackey	112 Stanley Ave	Winston Salem	NC	27101		H 336-724-3219

Incident Information

Claims	Codes	Repair Est	Medical Treatment	Medical Status
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PI gash in finger

PD

S Fired on bolt closing

C

Cause: 4079 Other - Unexamined

Concern: 1008 Fired on Bolt Closing

N

1/28/13 Per call from Mackey, his Custom Shop rifle, .35 Whelen fired when he closed the bolt and the recoil put a gash in his four-finger. It was produced in '89 but he just recently started using it. It's a collectors item so he has been saving it. He should have had stitches but he bandaged himself and did not get medical attention. This is the 2nd Custom rifle that has had this problem. The first was a 700 Titanium 7mm-08 that he bought in 2006. After that one he had a gunsmith install a Timney trigger for \$175 and sold it to a friend. He also has a Peerless that his son bought for him, used from Gander, and the top barrel doesn't always fire.cm

Firearm Information

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Date Purchased	Where Purchased	Accessories	Original Owner	Contact
	D & R SPORTS CENTER		Y	H 336-724-3219

CONCERN: FBC,FSR

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Remington	SG/OU	Peerless/12 GA	24815	RP009924		1/11/1995

Date Purchased	Where Purchased	Accessories	Original Owner	Contact
	JERRYS SPORT CENTER INC		N	

Ammunition Information - None Defined

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
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Repair/Replacement Cost	Repair/Replacement Date
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1/28/13 Mailing ARS labels. Ordered boxes, #1452022.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/25/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
	Description		24" 35 WHELEN
Barrel	Date Code		EJ
	Bore Plugged	False	
	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	
	Ex/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---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
	Lift	---Select---	.014
Scar	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	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

24"
ES 10/8
2#
1014

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

Serial
Number:

C6434922

Model: 700



RE00301645

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

2-15-13

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 RESOLVE THIS MATTER.

THANK YOU—

LARRY MACKIE

112 STANLEY AVE.

WINSTON-SALEM, N.C.

27101

HOME 336-724-3219

CELL 336-577-5654

EMAIL LARRYMACK51@GMAIL.COM

ARS LABEL REQUEST FORM

DATE: 01/28/2013	Service Request # SR00043322
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	
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:	LARRY MACKEY 112 STANLEY AVE WINSTON SALEM, NC 27101 US SR00043322 Email:
RETURN ITEM TO:	ILN Arms Services

4XX696 JAN 28, 2013 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6968066385189 ALL CURRENCY USD
 REF 1:SR00043322
 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 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: 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:	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
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX59680067240770 ALL CURRENCY USD
 REF 1:SR00043327
 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 9.73	PUB + HANDLING 9.73	





