

Remington Arms Co., Inc.
Product Service
Legal Case #:8814

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
309376	4/29/2013	4/17/2013	5/2/2013	4/15/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		William	Meade	16034 Elementary Dr.	Abingdon	VA	24210		H 276-628-3619
Incident		Matthew	Meade						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD front tire on pickup damaged	Cause:4015 Improper Maintenance		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

4/17/13: William Meade called in. William is the owner of the rifle. He stated his son, Matthew Meade, borrowed the rifle on 4/15/13 and Matthew stated to William that he got out of his truck, put a round in the rifle & closed the bolt, the rifle fired and shot a hole in the front tire on his pick up truck. No injury per William. William did not have his son's contact info or address with him. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	6508498	BW	1/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

CONCERN: FBC

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
Repair @ n/c - goodwill gesture						

Remington/700/CF/BA
Repair/Replacement Cost \$50
Repair/Replacement Date

4/17/13: Mailed ARS label, letter and service request paperwork to William Meade. Box order# 1494145. df 5/2/13: Received exam findings. I called William Meade, no answer, no VM avail. df 5/2/13: Mr. Meade called. We went over exam findings & we agreed to repair at no charge - goodwill gesture. He stated the gun had been in his gun case for 5 years or so & he just didn't think about cleaning it before he gave the gun to his son. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/30/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
	Description		24" 22-250 REM
	Date Code		BW
	Bore Plugged	False	
	Bulged	False	

Barrel	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED LUBE RESIDUE CAUSING PARTS TO BIND OR WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	9#
	Altered	True	SEALANT MISSING ON FRONT SCREWS SEALANT CHANGED ON SEAR ENGAGEMENT
	Sub-Assembly	M/700 Bolt Lock	

Remington®

24"
Bw 1/7.
9#
.00"

April 17, 2013

8814

William Meade
16034 Elementary Dr.
Abingdon, VA 24210
Phone: 276-628-3619

Ref # 8814, Model 700, Serial # 6508498

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

Serial
Number:

6508498

Model: 700



RE00309376

RECEIVED
MAY 02 2013

BY:

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

Model Number: 700		Serial Number: 6508498	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: WILLIAM MEADE		Date of Purchase: 1970 ?	
Address (no PO Boxes): 16034 ELEMENTARY DR.			
City: ABINGDON		State: VA <input type="text"/>	Zip: 24210
Phone (Daytime): 276-628-3619		Fax: 	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) 6meadc12@embarrmail.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: SINGLE ROUND OF REM. AMMO WAS PLACED IN CHAMBER, bolt WAS CLOSE, AT THAT TIME ROUND FIRED! 500 characters left			
Ammunition Information:			
Manufacturer: REM.		Type: 55 GRAIN PTD SOFT POINT	
Other (i.e. bullet weight/type, shot size, powder): R22501 K273 B75Q7			
Handload Information:			
Powder Used:		Powder Weight:	

Case/Hull Used: <input type="text"/>	Primer Used: <input type="text"/>
Bullet Type/Shot Size: <input type="text"/>	Reloader Used: <input type="text"/>
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Hoppe's bore cleaner + oil</u>	
How often do you clean the bore? (Months or Number of rounds) <u>AFTER shooting</u> NOTE: Not cleaned AFTER MIS FIRE	
How often do you clean the action? (Months or Number of rounds) <u>SAME</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>same</u>	
Brand of lubricant used: <u>Rem. oil + Hoppe's</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>same</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>same</u>	
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>same</u>	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" 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? <u>N/A</u>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<div style="border: 1px solid black; padding: 10px; min-height: 100px;"> <p>USE OUR LABEL</p> </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.

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# SR00050877
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



ARS LABEL REQUEST FORM

DATE:	04/17/2013	Service Request #	SR00050877
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:	WILLIAM MEADE 16034 ELEMENTARY DR. ABINGDON, VA 24210 US SR00050877 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 APR 17, 2013 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067186295
REF 1:SR00050877
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 10.39	PUB+HANDLING	10.39

ATTN: Product Service







