

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8775

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
311757	5/23/2013	4/4/2013	6/17/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike S.	Miracle	5118 Lord Tennyson Rd.	Wilmington	NC	28405		C 910-520-4132 E mikemiracle68@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI jammed thumb				
PD	Cause:4015 Improper Maintenance		N	Customer stated he's fine now
S FSR	Concern:1007 Fired on Safe Release			
C				

4/4/13: Mike Miracle called in. He stated he was using rifle while hog hunting at night about 2-3 weeks ago (did not have exact date) in South Carolina and experienced a FSR. He said the unexpected firing & recoil jammed his thumb - no medical treatment, he said he's fine now. He said he was very upset when the incident happened because he almost shot his hunting buddy. He stated that he hasn't cleaned the trigger because he hasn't used the rifle much, he stores it in a gun safe and the hunting weather at the time of the incident was chilly but not cold. Customer stated that he no longer trust the trigger on this rifle because he "did not touch the trigger when I flipped the safety off, I know this beyond a shadow of a doubt". df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27363	G6449705	XY	12/6/2004 2:58:08 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S - BONITZ BROTHERS		Y			

CONCERN:FSR

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
Replace TA, clean, test @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

4/4/13: Mailed ARS, letter & service request paperwork to customer. Box order# 1489370. df 5/31/13: I will contact customer & offer to replace TA & clean at n/c - goodwill gesture. df 6/4/13: Left VM for customer to call me. df 6/7/13: I was speaking w/customer & his cell dropped the call. I called back but got VM. I emailed customer w/offer to repair @ n/c. Waiting on a reply from him. df 6/17/13: Received approval from customer by email. I emailed Ilion to repair at n/c. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
	Description		24" 3006 SPRG
	Date Code		XY

Barrel	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; Not Functioning	BINDS/SLUGGISH
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	Slightly Worn; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

**Fulcher, Dell Marie**

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**From:** Mike Miracle [mikemiracle68@yahoo.com]  
**Sent:** Friday, June 07, 2013 12:28 PM  
**To:** Fulcher, Dell Marie  
**Subject:** Re: Mike Miracle - Repair# 311757

I approve, thank you, Mike

Sent from Yahoo! Mail on Android

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**From:** Fulcher, Dell Marie <Dell.Fulcher@remington.com>;  
**To:** mikemiracle68@yahoo.com <mikemiracle68@yahoo.com>;  
**Subject:** Mike Miracle - Repair# 311757  
**Sent:** Fri, Jun 7, 2013 3:47:05 PM

The factory completed their exam & found the trigger was dirty & sticky and this is causing the parts to work sluggish and not set properly.

As a gesture of goodwill, we can replace the trigger assembly, clean and test fire at no charge.

Please reply back to let me know you approve.

Sincerely,

**Dell Marie Fulcher** | Consumer Affairs Administrator

**Remington Arms Company, LLC**

870 Remington Dr., PO Box 700, Madison, NC 27025-0700  
Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872  
or 336.548.7883 | Email: [dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

Freedom Group Family of Companies: Remington | Marlin |  
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |  
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker  
Gun | Para USA

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# Remington®

24"  
xY12/8  
6.5"  
1011

April 4, 2013

8775

Mike Miracle  
5118 Lord Tennyson Dr.  
Wilmington, NC 28405  
Phone: 910-520-4132

Ref # 8775, Model 700, Serial # G6449705

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

enclosure

Serial  
Number:

G6449705

Model: 700



RE00311757

RECEIVED  
MAY 31 2013

BY: .....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 33221

# 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](http://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.**

<b>Service Request Number</b> SR00049828	<b>Serial Number / Description</b> G6449705 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 04/04/2013 <b>Date Printed:</b> 04/04/2013
<b>Customer:</b> MIKE MIRACLE 5118 LORD TENNYSON DR. WILMINGTON, NC 28405 US  Email: <i>MikeMiracle68@yahoo.com</i>	<b>Destination:</b> 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 # 8775. dmf

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

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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00

<b>Model Number:</b> 700		<b>Serial Number:</b> G6449705	
<b>Are you the original owner?:</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
<b>Name:</b> Michael S. Miracle		<b>Date of Purchase:</b> 	
<b>Address (no PO Boxes):</b> 5118 Lord Tennyson Rd.			
<b>City:</b> Wilmington		<b>State:</b> NC	<b>Zip:</b> 28405
<b>Phone (Daytime):</b> 910-520-4132		<b>Fax:</b> 	
<b>E-mail Address:</b> (If e-mail address is provided, notification of receipt and shipment will be sent) Mike Miracle68@yahoo.com			
<b>E-mail Address:</b> mikemiracle68@yahoo.com <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> Upon Taking the rifle from safe to fire it went off.			
500 characters left			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b> Remington		<b>Type:</b> 180 Grain Core Lo	
<b>Other (i.e. bullet weight/type, shot size, powder):</b> 180 Grain			
<b>Handload Information:</b>			
<b>Powder Used:</b> N/A		<b>Powder Weight:</b> N/A	

Case/Hull Used: <u>N/A</u>	Primer Used: <u>N/A</u>
Bullet Type/Shot Size: <u>N/A</u>	Reloader Used: <u>N/A</u>
<b>Firearms Care (Cleaning and Lubrication):</b>	
Brand of cleaning solution used: <u>Remington</u>	
How often do you clean the bore? (Months or Number of rounds) <u>Every 20 rounds</u>	
How often do you clean the action? (Months or Number of rounds) <u>Every 20 rounds</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Every 20 rounds</u>	
Brand of lubricant used: <u>Remington</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>Every 20 Rounds</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>Every 20 Rounds</u>	
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Every 20 rounds</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? <u>N/A</u>	
Ship your INSURED firearm by either UPS or Parcel Post to: <div style="border: 1px solid black; height: 80px; 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 over label

Print

Reset



## ARS LABEL REQUEST FORM

DATE: 04/04/2013	Service Request # SR00049828
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address: I WILL MAIL LABEL	

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	MIKE MIRACLE 5118 LORD TENNYSON DR. WILMINGTON, NC 28405 US SR00049828  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX596 APR 4, 2013 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065138439  
 REF 1: SR00049828  
 REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	SVC T/P USD	
DC 0.00	DGD 0.00	RS 0.50	
AH 0.00	PR 0.00	SD 0.00	
		SP 0.00	
TOT PUB CHG 11.06		PUB+HANDLING	11.06

**ATTN: Product Service**









