

Remington Arms Co., Inc.
Product Service
Legal Case #:9663

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332064	12/26/2013	12/11/2013	12/27/2013	12/7/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Juanita	Sanders	Rt. 1 Box 207 - 1A	Peterstown	WV	24963		H 304-753-5765

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

12/11/13: I received call from Juanita Sanders, he said that her son was using the rifle this past Saturday when it fired upon release of the safety. She said there were no injuries. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	N/A	6605026	BX	1/1/1973

Date Purchased	Where Purchased	Accessories	Original Owner
	SOUTHERN GUN DISTR MIAMI FLA		U

CONCERN: FSR

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
Per Ilion, quote to repair BLM			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27					

12/11/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1574588. jbi 1/3/14: Per Ilion, "could not duplicate concern.trigger assembly dirty and set screws altered.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + shipping." jbi 1/10/14: I called and left message with quote. I received call from Juanita Sanders, she said that she will send in a check to my attention. jbi 1/13/14: I received letter approving quote and paid with check #1525. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/27/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		24" 22-250 REM
	Date Code		BX
	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	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
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; 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---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Sir:

Here is a Check of \$39.22 for
The grant with the ref. no. 9663

Francis Sanders

Remington®

24"
11/73
5th
006

December 11, 2013

9663

Juanita Sanders
Rt. 1 Box 207 - 1A
Peterstown, WV 24963
Phone: 304-753-5675

Ref # 9663, Model 700, Serial # 6605026

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,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
JAN 03 2014

BY:.....

Serial Number: 6605026

Model: 700



RE00332064

could not dup. concern.
T.A. dirty, sticky + set screws
All up T.A. check over +
rest and BCP for 20 +

Q

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 SR00070826	Serial Number / Description 6605026 Model 700	Date of Request: 12/11/2013 Date Printed: 12/11/2013
Customer: JUANITA SANDERS RT 1 BOX 207 - 1A PETERSTOWN, WV 24963_US	Destination: Arms Services 14 Hoefer 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service #9663. jbi

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

ARS LABEL REQUEST FORM

DATE: 12/11/2013	Service Request # SR00070826
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb email address: I will mail	

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

MAIL LABEL TO:	JUANITA SANDERS RT 1 BOX 207 - 1A PETERSTOWN, WV 24963 US SR00070826 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 11, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065310448
 REF 1: SR00070826
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRGs:		
DY 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 10.34	PUB+HANDLING	10.34

ATTN: Product Service	
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