

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8144

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
301646	2/22/2013	11/12/2012	2/28/2013	11/10/2012			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Paul	Sipes	564 Fields Ln.	Corinth	KY	41010		C 859-200-8932

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in garage & damaged walls & siding	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1007	Fired on Safe Release		
C				

11/12/12: Cusotmer called in. He stated his son was unloading gun & had FSR. Shot hole in garage, damaged walls & siding. No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6368359	EI	10/19/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS HQ DAYTON OH		N			

CONCERN:FIRED WHILE RAISING BOLT

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

11/12/12: Sending box, ARS & forms. df 2/28/13: I called customer & went over exam. I offered to do BLM and replace TA, clean & test at no charge - goodwill gesture. Mr. Sipes agreed to that and stated it was more than adequate. He also stated that he tried to duplicate the concern several times while dry firing & was unable to do so. Customer did not ask us to pay for damages to home. I emailed Ilion to perform repair work. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/25/2013

Examination	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		EI
	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	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; 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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

# Remington®

24"  
EI 10/76  
6#  
008

November 12, 2012

8144

Paul Sipes  
564 Fields Ln.  
~~Sadieville, KY 40370~~ *Corinth, Ky. 41010*  
Phone: 859-200-8932

Ref: # 8144, Model 700, Serial # A6368359

Dear Mr. Sipes,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**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 and will contact me with the results.

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

enclosure

RECEIVED  
FEB 26 2013

BY:.....

Serial  
Number:

A6368359

Model: 700



RE00301646

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)

# 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.**

<b>Service Request Number</b> SR00034792	<b>Serial Number / Description</b> A6368359 Model 700 Center Fire	<b>Date of Request:</b> 11/12/2012 <b>Date Printed:</b> 11/12/2012
<b>Customer:</b> PAUL SIPES 564 FIELDS LN. <del>SADIEVILLE, KY 40370</del> US Corinth, Ky. 41010 Email: psipes@cksm.net		<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 # 8144

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

Print

Reset

Model Number: 700		Serial Number: A6368359	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Paul Sipes		Date of Purchase: handed Down From relative	
Address (no PO Boxes): 564 Fields Lane			
City: Corinth		State: Ky	Zip: 41010
Phone (Daytime): 859.200.8982		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) psipes@CKSm.net			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: I was unloading gun in garage. I had my Left hand on the Forearm my right on the bolt. as I started to raise the bolt the gun fired. shooting through the side of my house			
500 characters left			
Ammunition Information:			
Manufacturer: Federal		Type: Power Shock	
Other (i.e. bullet weight/type, shot size, powder): 6.75 grain			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <i>N/A</i>
How often do you clean the action? (Months or Number of rounds) <i>N/A</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>N/A</i>
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds) <i>N/A</i>
How often do you lubricate the action? (Months or Number of rounds) <i>N/A</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>N/A</i>
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? <i>N/A</i>
What were the services performed? <i>N/A</i>
Ship your INSURED firearm by either UPS or Parcel Post to: <i>The gun was handed down to me and I do not know the history of cleaning or maintenance.</i>
<input type="checkbox"/> <b>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.</b>  :: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

## ARS LABEL REQUEST FORM

DATE: 11/12/2012	Service Request # SR00034792
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>	PAUL SIPES 564 FIELDS LN. SADIEVILLE, KY 40370 US SR00034792  Email:
<b>RETURN ITEM TO:</b>	ILN  Arms Services



1 OF 1

4XX536 NOV 13, 2012 ALL CURR USD  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5969066955625  
 REF 1:SR00034792  
 REF 2:

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 9.69
TOT PUB CHG 9.69	

ATTN: Product Service
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# ShipRequest™



Ship To: Paul Sipes  
Company:  
Address 1: 564 Fields Ln.  
Address 2:  
Address 3:  
City: Sadieville  
State/Province: Kentucky  
ZIP/Postal Code: 40370  
Country: United States  
email:  
Phone: 859-200-8932  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Fri, November 16, 2012  
Package ID: 8853

Special Instructions:

Sender Name: Dell Marie Fulcher  
email: dell.fulcher@remington.com  
Prepared By: Dell Fulcher  
Phone: 336-548-8686

Date: 11-13-12 1 lb 9 oz	
Acct # : 230145	Base :\$ 6.22
Cust # : 0DL0000010737	Spc S:\$ 2.00
Zip/Zone: 40370 / 3	Addl :\$ 0.00
Trk # : 1Z4XX5960300046082	
Pkg ID #: 8853	Total \$ 8.22
Service : UPS Ground	





