

Remington Arms Co., Inc.
Product Service
Legal Case #:8355

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
295454	1/8/2013	12/13/2012	1/9/2013	12/7/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Steiner	131 TOLOGO RD PO BOX 207	COOPERSTOWN	PA	16317		H 814-374-4759 E linstein@galacticis.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S FSR	Concern:1007	Fired on Safe Release		
C				

12/11/12: Linda called for her husband Robert. She stated that Robert had a FSR w/rifle on 12/7/12. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6559986	KA	5/1/2006
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTER CORSICANA TX	TWO PIECE BASE	Y			

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 @ 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

12/13/12: Emailed letter, forms & ARS to customer. Box order# 1418005. df 1/10/13: Per Ilion - TA set screws altered & trigger not returning properly. Can offer to replace TA, clean & test at 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG SS
	Date Code		KA
	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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

22"
12AS/06
2#
.009

December 13, 2012

8355

Robert Steiner
131 Tologo Rd.
PO Box 207
Cooperstown, PA 16317
Phone: 814-374-4759
Email: linstein@galacticis.com

Ref # 8355, Model 700, Serial # B6559986

You will receive a prepaid UPS shipping label to cover shipment of the firearm to our factory for examination in a separate email. 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 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

RECEIVED
JAN 10 2013

BY:.....

Serial Number:

B6559986

Model: 700



RE00295454

T.A. set screws altered & Trig.
not run properly. can not
to run TPA clamp & test
1/2 normal cost.

Q

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

PO Box 700

Madison, NC 27025-0700



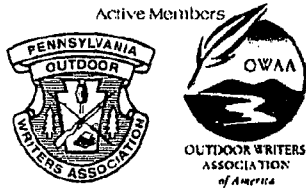
ATTN: Product Service

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00038450	Serial Number / Description B6559986 Model 700 Center Fire Caliber: 3006	Date of Request: 12/13/2012 Date Printed: 12/13/2012																									
Customer: ROBERT STEINER 131 TOLOGO RD. COOPERSTOWN, PA 16317 US Email: linstein@galacticis.com	Destination: Arms Services 14 Hoefer Ave Llano, NY 13357 US Email:																										
<p>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.</p>																											
<p>Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</p>																											
<p>Service Request Section Product Service # 8355</p>																											
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left;">Parts And Service Details</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> </tr> <tr> <th style="width:10%;">Material</th> <th style="width:10%;">Type</th> <th style="width:30%;">Description</th> <th style="width:10%;">Qty Needed</th> <th style="width:10%;">Warranty</th> <th style="width:10%;">Price</th> <th style="width:10%;">Disc</th> <th style="width:10%;">Amount</th> </tr> </thead> <tbody> <tr><td colspan="8" style="height: 400px;"> </td></tr> </tbody> </table>			Parts And Service Details									Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount								
Parts And Service Details																											
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount																				
<p>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.</p>																											



LINDA LOU
STEINER

ROBERT LYNN
STEINER

P.O. Box 207
Cooperstown, PA 16317
Phone (814) 374-4759
linstein@galacticis.com

Freelance writing,
editing, photography,
illustration, seminars.
Traditional and adventure
outdoor sports.



January 1, 2013

Arms Services
SR# SR00038450
14 Hoefler Ave.
Ilion, NY 133357
Attn: Product Service

Dear Remington Service:

Please find enclosed a copy of the letter from Dell Fulcher, Consumer Affairs Administrator of Remington Arms Co. that references the Model 700 Mountain Rifle in .30-06 caliber (Ref. 8355, Model 700, Serial #B6559986).

Also please find enclosed the service request form. As I told Dell, my husband, Bob, was sitting with the rifle on his lap during deer season and moved the safety forward to test it. The rifle fired. He is sure his fingers were not touching the trigger and were outside of the trigger guard.

As you can imagine, we need to have this problem fixed.

We are professional outdoor writers and we were fortunate to win the rifle in at a Pennsylvania Outdoor Writers Association conference in, I believe, 2005 or early 2006. We received the rifle directly from Remington.

If you have any questions, feel free to call us.

Sincerely,

Linda Steiner
Linda Steiner

Cc: Dell Fulcher, Remington Arms Co.



LINDA LOU
STEINER

ROBERT LYNN
STEINER

P.O. Box 207
Cooperstown, PA 16317
Phone (814) 374-4759
linstein@galacticis.com

Freelance writing,
editing, photography,
illustration, seminars.
Traditional and adventure
outdoor sports.



January 1, 2013

Arms Services
SR# SR00038450
14 Hoefler Ave.
Ilion, NY 13357
Attn: Product Service

Dear Remington Service:

Please find enclosed a copy of the letter from Dell Fulcher, Consumer Affairs Administrator of Remington Arms Co. that references the Model 700 Mountain Rifle in .30-06 caliber (Ref. 8355, Model 700, Serial #B6559986).

Also please find enclosed the service request form. As I told Dell, my husband, Bob, was sitting with the rifle on his lap during deer season and moved the safety forward to test it. The rifle fired. He is sure his fingers were not touching the trigger and were outside of the trigger guard.

As you can imagine, we need to have this problem fixed.

We are professional outdoor writers and we were fortunate to win the rifle in at a Pennsylvania Outdoor Writers Association conference in, I believe, 2005 or early 2006. We received the rifle directly from Remington.

If you have any questions, feel free to call us.

Sincerely,

Linda Steiner
Linda Steiner

Cc: Dell Fulcher, Remington Arms Co.

*Thanks for your
help - we're looking
forward to the repair
going well and enjoying
the rifle again soon.
L.*



December 13, 2012

Robert Steiner
131 Tologo Rd.
PO Box 207
Cooperstown, PA 16317
Phone: 814-374-4759
Email: linstein@galacticis.com

Ref # 8355, Model 700, Serial # B6559986

You will receive a prepaid UPS shipping label to cover shipment of the firearm to our factory for examination in a separate email. 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 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

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00038450	Serial Number / Description B6559986 Model 700 Center Fire Caliber: 3006	Date of Request: 12/13/2012 Date Printed: 12/13/2012
Customer: ROBERT STEINER 131 TOLOGO RD. COOPERSTOWN, PA 16317 US Email: linstein@galacticis.com	Destination: 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 # 8355

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.

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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.**

Service Request Number SR00038450	Serial Number / Description B6559986 Model 700 Center Fire Caliber: 3006	Date of Request: 12/13/2012 Date Printed: 12/13/2012
Customer: ROBERT STEINER 131 TOLOGO RD. COOPERSTOWN, PA 16317 US Email: linstein@galacticis.com	Destination: 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 # 8355

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.

~~Sub Total~~
~~Taxes~~
~~Grand Total~~

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# SR00038450
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: linstein@galacticis.com
Sent: Thursday, December 13, 2012 9:02 AM
Subject: Relayed: Message relayed (linstein@galacticis.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

linstein@galacticis.com

Subject:

ARS LABEL REQUEST FORM

DATE: 12/13/2012	Service Request # SR00038450
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address:	

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

LABEL INFORMATION

MAIL LABEL TO:	ROBERT STEINER 131 TOLOGO RD. PO Box 207 COOPERSTOWN, PA 16317 US SR00038450 Email: linstein@galacticis.com
RETURN ITEM TO:	ILN Arms Services

4XX696 DEC 13, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM CL WT 10.0 LBS
 TRACKING# 1Z4XX5989065007222 ALL CURRENCY USD
 REF 1:SR00038450
 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 1.00
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 9.22		PUB + HANDLING 9.22

*5th Ave -
did not
get*

ATTN: Product Service

ARS LABEL REQUEST FORM

DATE: 01/02/2013	Service Request # SR00038450
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address:	

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

LABEL INFORMATION

MAIL LABEL TO:	ROBERT STEINER 131 TOLOGO RD. PO Box 207 COOPERSTOWN, PA 16317 US SR00038450 Email: linstein@galacticis.com
RETURN ITEM TO:	ILN Arms Services



2nd one

4XX596 JAN 2, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065226352
 REF 1: SR00038450
 REF 2:
 HANDLING CHARGE 0.00 SVC T/P USD
 SINGLE-PIECE PUB RATE CHRG: RS 1.00
 EV 0.00 COD 0.00 SD 0.00
 DG 0.00 DGD 0.00 SP 0.00
 AH 0.00 PR 0.00
 TCT PUB CHG 9.22 PUB+HANDLING 9.22

ATTN: Product Service

