

Remington Arms Co., Inc.

Product Service

Legal Case #:10311

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
432576	6/29/2014	5/9/2014	8/4/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Ehlert	34582 290th Ave	Freeport	MN	56331		H 320-836-2617

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in ceiling	Cause:4038	Could Not Duplicate Concern		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

5/9/14: Received call from David Ehlert, he said that last winter his gun fired as he was closing the bolt and he shot a hole in the ceiling. He said that he wants to be reimbursed for the damage to the ceiling. He is currently getting an estimate. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	84215	G7017435	BF	1/10/2011 8:11:58 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC		Y			

CONCERN: FBC

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 trigger at no charge, Reimburse damage to ceiling \$575.			\$575			

Repair/Replacement Cost	Repair/Replacement Date
\$27	

5/12/14: Sending ARS and SR paperwork by email. Box sent on SAP order 1648256. Ticket # 88519. UPS tracking # 1ZE133909097344409. jbi 6/12/14: Received call from customer, he said that he received box, but no shipping label. I advised that I will resend. Sending ARS, letter, and SR paperwork. Ticket # 115744. UPS tracking # 1ZE133909099856595. jbi 6/17/14: Estimate for ceiling repair of \$575.00 received. jbi 7/2/14: Per Ilion, could not duplicate concern. jbi 7/15/14: I mailed release to customer. jbi 7/16/14: I emailed Ilion to check over completely, repair as needed, and test fire at no charge. jbi 7/22/14: Received call from customer, he was not happy with release. I advised that I will check with our legal dept. I discussed with Lauren Coe. She agreed to removing next to last sentence in the 2nd paragraph, since the gun is being repaired. I called customer and left message advising that a new revised release will be going out in the mail to him. jbi 8/4/14: Received completed release from customer. Forwarded G-408 to Kris Carson for signature. Received signed copy of G-408. G-408 sent to Patti Edson in A/P Dept. jbi 9/2/14: Received voicemail requesting status of reimbursement. I called and left message saying that he should receive check within 2 weeks. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/1/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 223 REM HB
	Date Code		BF
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service
PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7801

www.remington.com

Page: 1

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

DAVID EHLERT
34582 290th AVE
FREEPORT, MN 56331 US

Item Return To:

DAVID EHLERT
34582 290th AVE
FREEPORT, MN 56331 US

Please Circle One:

VISA MC DISCOVER Card No. Exp. Date

Open Account: R PO Number:

Approval Signature: Date:

Daytime Phone: () Time to Call:

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number

RE00432576

Serial Number / Description

G7017435

Model: 700 223 Caliber BOLT Action RIFLE MfgBy:
Remington-USA

Date Received: 06/27/2014

Estimate Date: 07/18/2014

Date Printed: 8/4/2014

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Problems

Found

R012 - Safety and function evaluation
U030 - TRIGGER UPDATE-XMP

Technician Comments

check over completely, replace trigger assembly and test fire

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	0	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	0	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

REDACTED

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS:

That I David Ehler, having an address of 34582 290th Ave. Freeport, MN 56331 being of lawful age, in consideration of and upon receipt of repaired rifle under XMP Trigger Recall, and reimbursement on coiling repair in the amount of \$ ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, LLC its/their parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors and any other persons or entities ("Releasees") from all debts, claims, demands, damages, costs, expenses, injuries, actions and causes of action whatsoever nature or kind, whether known or unknown, on account of, resulting, or which may result from an incident or incidents occurring in or about December 2013 which I have alleged was caused while using products manufactured and/or sold by Releasees.

I further state that receipt by me of the Consideration described above constitutes a full and complete release and settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists. The products alleged to be involved in my claim are listed below.

It is understood and agreed that this Release of All Claims is not and shall not be considered an admission of liability for any violation of any law, statute or regulation, any breach of contract, actual or implied, or any commission of any tort on the part of Releasees, by whom such liability is expressly denied.

I will not disclose the terms of this Release of All Claims to any third party, for any reason whatsoever, without the express prior written authorization of the Releasees or as may otherwise be required by law.

I acknowledge that I have carefully read and understand the contents of this Release of All Claims and sign the same as my own free act.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this 31 day of July, 2014

David Ehler
Print Name

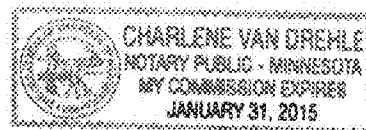
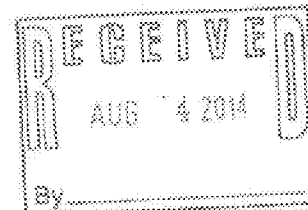
David Ehler
Signature

REDACTED

Social Security Number or Driver's License #

Notary signature: Charlene Van Drehe

Products alleged to be included in claim(s):
Remington Model 700, serial # G7017435



Remington®

2611
8 F 1/1
3.58
10/2

June 12, 2014

10311

David Ehlert
34582 290th Ave
Freeport, MN 56331
Phone: 320-836-2617

Ref # 10311, Model 700, Serial # G7017485

Dear Customer,

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

Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form 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.

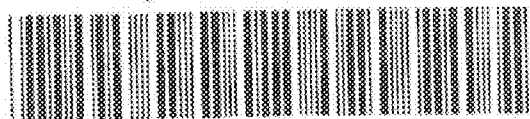
I hope that this action will keep you a loyal Remington customer.

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

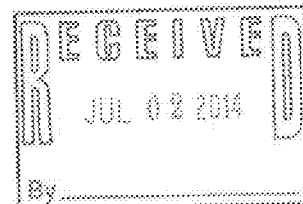
TAG: X

Serial Number: G7017435

Model: 700



RE00432576



Service Request

Remington

PO Box 700

Madison, NC 27025-0700

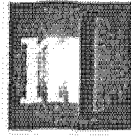


Parts and Repairs: P:800-243-9700/F:336-548-7801 www.remington.com

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 115744	Serial Number / Description G7017485 700 SPS VARMINT 223 REM 26"	Date of Request: 06/12/2014 Date Printed: 06/12/2014
Customer: DAVID EHLERT 34582 290th AVE FREEPORT MN 56331 US Email:	Destination: .ARM 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 this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

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 the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.



MIDDENDORF CONSTRUCTION_{LLC}

June 3, 2014

Name & Address

Dave & Rosie Ehlert
34582 290th Avenue,
Freeport, MN 56331

Labor & Material to patch hole in ceiling

- Sheetrock, tape and texture hole - \$250
- Paint ceiling - \$325

Total: \$575

Thank you,

Kevin Middendorf

Reference No. 10311

38278 Co Rd 186 • Sauk Centre, MN 56378 • (320)352-1446
License # BC009311

Sent 6-12-14







