

Remington Arms Co., Inc.  
Product Service  
Legal Case #:10314

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 418453 | 6/6/2014    | 5/13/2014       | 6/19/2014   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street             | City          | State | Zip   | Age | Contact                                     |
|----------|----------|------------|-----------|--------------------|---------------|-------|-------|-----|---------------------------------------------|
| Incident |          | Jose G.    | Perez     | 605 Washington St. | South Houston | TX    | 77587 |     | H 713-515-8635<br>E josec6786@sbcglobal.net |

## Incident Information

| Claims | Codes                                      | Repair Est.  | Medical Treatment           | Medical Status |
|--------|--------------------------------------------|--------------|-----------------------------|----------------|
| PI     |                                            |              |                             |                |
| PD     | Bullet went through dashboard of the truck | Cause:4038   | Could Not Duplicate Concern |                |
| S      | FBO                                        | Concern:1020 | Fired on Bolt Opening       | Unknown        |
| C      |                                            |              |                             |                |

5/8/14: Customer called in. He stated he has a 2008 model rifle & he heard about the recall from a dealer in his area. He stated in 2009 he set loaded rifle on the front seat of his truck & the gun fired when he opened the bolt - bullet went through the dashboard of the truck - no other damage to the truck & the truck runs fine. He said he has used the rifle since then & has had no other issues. df

## Firearm Information

| Mfg.           | Type            | Model/Ga.   | SKU            | Serial   | Bbl. | DOM                  |
|----------------|-----------------|-------------|----------------|----------|------|----------------------|
| Remington      | CF/BA           | 700/243 WIN | 27119          | G6775567 | OC   | 7/21/2008 8:59:50 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner |          |      |                      |
|                | ACADEMY LTD     |             | Y              |          |      |                      |

## CONCERN: FBO

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 |
|------------|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Repair @   |                   |              |               |                 |                |               |
| n/c        |                   |              |               |                 |                |               |

Repair/Replacement Cost  
Repair/Replacement Date  
\$50

5/13/14: Mailed ARS, letter, SR paperwork. Box order# 1647600. Ticket# 88893, UPS Tracking# 1ZE133909098519531. df 6/19/14: I emailed Ilion to check over completely, repair as needed & test fire at no charge. df

Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment     |
|-------------|------------------------|-----------------------------|-------------|
| Examination | Examiner               |                             | B. TRAVIS   |
|             | Exam Date              |                             | 6/9/2014    |
|             | Product Type           |                             | RF          |
|             | Action Type            |                             | A           |
|             | Assigned To            |                             | S. NICHOLS  |
| Cause       | 4038                   | Could Not Duplicate Concern |             |
| Barrel      | Description            |                             | 24" 243 WIN |
|             | Date Code              |                             | OC          |
|             | Bore Plugged           | False                       |             |
|             | Bulged                 | False                       |             |
|             | Fired                  | False                       |             |
|             | Fired while Obstructed |                             |             |
| Bolt        | Muzzle/Crown Condition | Slightly Worn; Functioning  |             |
|             | Firing Pin             | Slightly Worn; Functioning  |             |
|             | Shroud                 | Slightly Worn; Functioning  |             |
|             | Face                   | Slightly Worn; Functioning  |             |
|             | Handle                 | Slightly Worn; Functioning  |             |
| Extractor   | Stop                   | Slightly Worn; Functioning  |             |
|             | Condition              | Slightly Worn; Functioning  |             |
|             | Cut Condition          | Slightly Worn; Functioning  |             |
| Locking     | Ext/Eject Test         | False                       |             |
|             | Block Condition        | ---Select---                |             |
|             | Lug Condition          | Slightly Worn; Functioning  |             |
| Overall     | Notch Condition        | ---Select---                |             |
|             | Exterior Condition     | Slightly Worn; Functioning  |             |
|             | Stock Condition        | Slightly Worn; Functioning  |             |
| Receiver    | Fore End Condition     | ---Select---                |             |
|             | Condition              | Slightly Worn; Functioning  |             |
| Safety      | Bulged                 | False                       |             |
|             | Description            |                             | XMP SAFETY  |
| Sear        | Function               | Like new; Functioning       |             |
|             | Lift                   | ---Select---                | .012        |

|              |              |                            |       |
|--------------|--------------|----------------------------|-------|
|              | Notch        | Slightly Worn; Functioning |       |
|              | Tests        | Test Fired                 | False |
| Feeding Test |              | False                      |       |
|              | Condition    | Slightly Worn; Functioning |       |
|              | Pull         | ---Select---               | 4.5#  |
| Trigger      | Altered      | False                      |       |
|              | Sub-Assembly | X-Mark Pro                 |       |

# Remington.

24"  
067/01  
45°  
1012

May 9, 2014

COPY

10314

Jose G. Perez  
605 Washington St.  
South Houston, TX 77587  
Phone: 713-515-8635

Ref # 10314, Model 700, Serial # G6775567

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. A box will arrive separately.

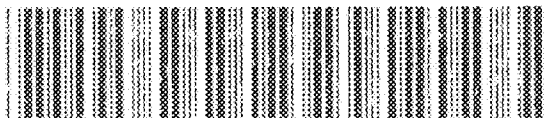
Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext. 8686  
Fax: 336-548-7872

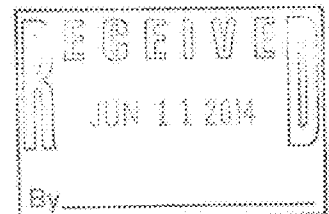
TAG: 4486

Serial Number:  
**G6775567**

Model: **700**



**RE00418453**

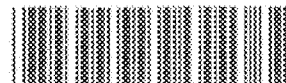


# Service Request

Remington

PO Box 700

Madison, NC 27025-0700



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><br>88893                                                                                                                                                                                                                              | <b>Serial Number / Description</b><br>G6775567<br>700 ADL SYN 243 WIN 24" NS | <b>Date of Request:</b> 05/13/2014<br><b>Date Printed:</b> 05/13/2014                    |
| <b>Customer:</b><br>JOSE G. PEREZ<br>605 Washington St.<br>South Houston TX 77587 US<br><br>Email:                                                                                                                                                                  |                                                                              | <b>Destination:</b><br>ARM Services<br>14 Hoeffer Ave<br>Ilion NY 13357 US<br><br>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. |                                                                              |                                                                                          |
| <b>Reason for Return</b><br>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.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                     |                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------|-------------------|
| Model Number:<br><i>Remington Model 710</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | Serial Number:<br><i>06175567</i>   |                   |
| Name:<br><i>JOSE B. VELAZ</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | Date of Purchase:<br><i>12-1-09</i> |                   |
| Address (no PO Boxes):<br><i>605 WASHINGTON ST.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                     |                   |
| City:<br><i>ED. HUISTON</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | State: <i>TX</i>                    | Zip: <i>77557</i> |
| Phone (Daytime):<br><i>713 515-8635</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | Fax:                                |                   |
| E-mail Address: <i>JOSE.0736@SBC BARRIO.NET</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                     |                   |
| Please describe your problem:<br><p><i>PAID RIDE IN THE FRONT SEAT OF MY CAR SEVERAL<br/>AND TOOK THE SAFETY OFF TO REMOVE CHAMBERED<br/>ROUND WHEN THE RIDE FIRED STRIKING THE DASH<br/>BOARD, GLOVE COMPARTMENT &amp; A METAL BOX ON THE<br/>RIGHT SIDE OF THE DASH BOARD. THE BULLET IS<br/>STILL IN THE METAL BOX WHERE THE DASH BOARD.<br/>MY BROTHER &amp; I WERE IN THE BACK SEAT<br/>WHEN THIS INCIDENT OCCURRED.</i></p> <p>500 characters left</p>                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                     |                   |
| <p><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                     |                   |
| <p><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></p> <p>         :: Record the serial number of your firearm before sending it.<br/>         :: 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.)<br/>         :: Remove all accessories from your firearm to prevent loss or damage.<br/>         :: <del>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.</del> </p> |  |                                     |                   |

Use our  
UPS lab







