۱

.

## Remington Arms Co., Inc. Product Service Legal Case #:2270

| Case Inform             | ation          |   |                    |                  |             |               |                  |            |       |                      |
|-------------------------|----------------|---|--------------------|------------------|-------------|---------------|------------------|------------|-------|----------------------|
| RE#                     | Date Open      |   | Opened(PS)         | Date Clos        |             | cident Da     | te Pr            | re Lit     | Lit   | Obsolete             |
| 143538                  | 3/25/200       | 8 3                                       | /26/2008           | 3/26/200         | 8           |               |                  |            |       |                      |
| Customer In             | nformation     |   |                    |                  |             |               |                  |            |       |                      |
| Туре                    | Business       | First Name                                | Last Name          | Stree            | t           | City          | State            | Zip        | Age   | e Contact            |
| Reporter                |                | Ryan                                      | Bowlby             | 548 West N       | Aain St     | Somerset      | PA               | 1550       | 1     |                      |
| Incident Infe           | ormation       |   |                    |                  |             |               |                  |            |       |                      |
| C                       | aims           |   | Codes              |                  | Repa        | ir Est. Me    | edical Tr        | eatme      | nt Me | dical Status         |
| PI                      |                |   |                    |                  |             |               |                  |            |       |                      |
| PD                      |                | Cause:4038                                | Could Not D        | uplicate Conc    | em          |               | Unirna           |            |       |                      |
| S fired on bolt opening |                | concern:1020 Fired on Bolt Opening        |                    |                  |             | Unknown       |                  |            |       |                      |
| С                       |                |   |                    |                  |             |               |                  |            |       |                      |
| 3/27/08-com             | respondence    | from repair-gun                           | fired on bolt op   | ening about 1    | 2 years ago | o.lw          |                  |            |       |                      |
|                         |                | <u></u>                                   | <u></u>            |                  |             |               | · · · · · ·      |            |       |                      |
| Firearm Info            |                |   |                    |                  |             | SKU           |                  |            |       |                      |
| Mfg                     |                | Туре                                      |                    |                  |             |               |                  |            | Bbl.  | DOM                  |
| Reming                  | -              | CF/BA                                     |                    | 7/243 W          |             | 24774         |                  | 7633047 PM |       | 11/20/1992           |
| Date Purchased          |                | Where Purchased<br>ERRYS SPORT CENTER INC |                    | Accesso          | ries Oriș   | riginal Owner |                  |            |       |                      |
| CONCERN                 | -              | ERRYSSPOR                                 | I CENTER INC       | ,                |             | U             |                  |            |       |                      |
| CONCERN                 | :FBO           |   |                    |                  |             |               |                  |            |       |                      |
| Ammunitio               | n Information  | 1 - None Define                           | d                  |                  |             |               |                  |            |       |                      |
| Other Produ             | icts Informati | on - None Defi                            | ned                |                  |             |               |                  |            |       |                      |
| Settlement              |                |   |                    |                  |             |               |                  |            |       |                      |
|                         |                |   | Ren                | mington/7/CF/    | /BA         |               |                  |            |       |                      |
| Settlement Rele         |                | lease of Claims Release                   |                    | e Date I         | Reimburse   | mant          | Cash<br>ttlement |            |       | ate Cash Date<br>APV |
| Replace T<br>discour    |                |   |                    |                  |             | 50            | LICHICI][        | А          |       |                      |
|                         | Repa           | ir/Replacemen<br>Cost                     | nt Repair/Re<br>Da |                  |             |               |                  |            |       |                      |
| 2/07/00 000             | to cont to     | loso TA at 1/2                            |                    | aith in rifla hu | •           |               |                  |            |       |                      |

3/27/08-quote sent to replace TA at 1/2 price to restore faith in rifle.lw

## Examination[Remington/CF/BA]

<del>....</del>

| Part        | Sub-Part     | Code                        | Comment       |
|-------------|--------------|-----------------------------|---------------|
|             | Examiner     |                             | B.TRAVIS      |
|             | Exam Date    |                             | 3/26/2008     |
| Examination | Product Type |                             | RF            |
|             | Action Type  |                             | Α             |
|             | Assigned To  |                             | F.SUPRY       |
| Cause       | 4038         | Could Not Duplicate Concern |               |
|             | Description  |                             | 18.5" 243 WIN |

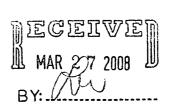
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=2270&Type=Case

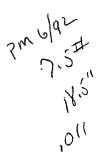
3/27/2008

|              | Date Code              |                            | РМ                 |
|--------------|------------------------|----------------------------|--------------------|
|              | Bore Plugged           | False                      |                    |
| Barrel       | Bulged                 | False                      |                    |
|              | Fired                  | False                      |                    |
|              | Fired while Obstructed |                            |                    |
|              | Muzzle/Crown Condition | Slightly Worn; Functioning |                    |
|              | Firing Pin             | Slightly Worn; Functioning |                    |
|              | Shroud                 | Slightly Worn; Functioning |                    |
| Bolt         | Face                   | Slightly Worn; Functioning |                    |
|              | Handle                 | Slightly Worn; Functioning |                    |
|              | Stop                   | Worn; Functioning          |                    |
|              | Condition              | Slightly Worn; Functioning |                    |
| Extractor    | Cut Condition          | Slightly Worn; Functioning |                    |
|              | Ext/Eject Test         | False                      |                    |
|              | Block Condition        | Select                     |                    |
| Locking      | Lug Condition          | Slightly Worn; Functioning |                    |
|              | Notch Condition        | Select                     |                    |
|              | Exterior Condition     | Slightly Worn; Functioning |                    |
| Overall      | Stock Condition        | Slightly Worn; Functioning |                    |
|              | Fore End Condition     | Select                     |                    |
| Receiver     | Condition              | Slightly Worn; Functioning |                    |
|              | Bulged                 | False                      |                    |
|              | Description            |                            | STANDARD M/7 SAFET |
| Safety       | Function               | Like new; Functioning      |                    |
|              | Sub-Assembly           | Non-ISS                    |                    |
|              | Lift                   | Select                     | .011               |
| Sear         | Notch                  | Like new; Functioning      |                    |
|              | Tests                  | Test Fired                 | False              |
| Feeding Test |                        | False                      |                    |
|              | Condition              | Like new; Functioning      |                    |
| Trigger      | Pull                   | Select                     | 7.5#               |
|              | Altered                | False                      |                    |
|              | Sub-Assembly           | Other Remington            |                    |

3/27/2008

| Armis Service's Repair (Etilinate System) File Add Repair Estimate Repair, Expedite Repair Ingury Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help  |  |
|---|--|
| D Repair Ordenty  | The second s   |
| Repair Number RE00143538 Senal: 7633047: Model 7: Center Fire: Caliber: 243 Repairman   |  |
| Verify Repair   |  |
| Address Information<br>Customer Preceived From Beturn To C Received From  |  |
| Name: RYAN BOWLBY RYAN BOWLBY   |  |
| Address 1 548 WEST MAIN STREET 548 WEST MAIN STREET 80 Box  |  |
| City     SOMERSET     SOMERSET       State     PA     Zip Code:     15501     Country/US  |  |
|   |  |
| Contact / Condition Problems Estimate History / Status Shipping / Billing   |  |
| Date     Code     Use ID     Desc1     Desc2     Shipping Hold     New       3/25/2008 9.45.1     New     valentds     Repair Added     InterFace Hold     3/25/2008 9.45.11 AM   |  |
| 3/26/2008 8:252 Comment supryfit Returned to AS for special price repair F similar dee nois valentids valentids.  |  |
| Parts Received RepairLocation Parts Received RepairLocation Parts Received RepairLocation [] Parts Received RepairLocation [] [] [] [] [] [] [] [] [] [] [] [] []   |  |
| 🗌 🖓 Return As Received 🗌 Curient Location   |  |
| Image: state of the state o |  |
| Repair Search Close   |  |
|   |  |
|   |  |
|   |  |
|   |  |
|   |  |
| supril 3/28/2008 8:25 AM CAPS IN NUM  | ann an ann a' fhith ann an Annairt |
| 🖅 Stari 🖉 🖉 Inbox - Microsoft Outrin 🗧 📦 Arms Services Repair 🕴 🗷 Microsoft Excel FPS Hark 📝 Current Cesesse Microsoft 🥵  |  |





To Whom it may concern:

The reason I am sending this rifle back is because the rifle is not safe. About 12 years ago during hunting season, I was getting ready to climb down my tree stand and I lifted the bolt to unload the rifle and it went off while the gun was lying in my lap. We took the gun back to Hoover Outfitting where it was purchased. Calvin Hoover worked on the gun so I would be able to finish out the hunting season. I would like your staff to look over the gun. I know that the trigger pull seems to be hard. My main goal is to make sure that the gun is in proper working condition and is also safe to carry in the woods. If there are any repairs that need to be done to the gun, please contact me at (814)483-0180. Thank you for your cooperation.

2270

Sincerely, Ryan Bowlby

7633047 Model: RE00143538

Could not dupliciste concerne. Replace TPA TO la store confidence in Rifle, checkover, clean AT 1/2 NORMAL CHARGES.

Quite