

Remington Arms Co., Inc.
Product Service
Legal Case #:4464

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 192755 | 3/25/2010 | 4/1/2010 | 4/1/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|--------------------|----------|-------|-------|-----|--|
| Incident | | John | Cox | 104 Walnut Hill Ln | Gassaway | WV | 26624 | | H 304-364-2270 E jcox3546@gmail.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 Could Not Duplicate Concern | | Unknown | |
| S | fired on safe release Concern:1007 Fired on Safe Release | | | |
| C | | | | |

4/12/10 Per note with rifle, "3 yrs ago pulled trigger did not fire. Touched bolt weapon fired. While cleaning rifle would fire when safety was released. Local gun dealer cleaned trigger assembly and adjusted in Nov 2009 pulled trigger rifle did not fire touched bolt rifle fired. Happened again in Dec 2009. Local dealer cleaned trigger assembly and adjusted trigger."cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-------------------------|--------------------------|----------------|----------|------|----------|
| Remington | CF/BA | 700/280 REM | 26961 | D6212052 | BP | 1/6/1995 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | JERRYS SPORT CENTER INC | FRONT HALF OF SCOPE BASE | U | | | |

CONCERN:FSR

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 |
|-------------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion, replace TPA at n/c | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | 47.23 | 4/12/2010 | | | | |

4/12/10 Could not duplicate concern. Safety works hard. Replace TPA at n/c.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|--|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 4/1/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4038 | Could Not Duplicate Concern | TPA HAD BEEN CLEANED AND ADJUSTED AT PATHFINDER SPT GOODS AFTER INCIDENT |
| Barrel | Description | | 22" 280 REM |
| | Date Code | | BP |
| | 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 | HEADSPACE IS OKAY. BOLT WOULD NOT CLOSE ON EXT.MAX PLUG |
| | 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 | | STANDARD M/700 SAFETY |
| | Function | Slightly Worn; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .011 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | SAFETY WORKS HARD |
| | Pull | ---Select--- | 8# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | FRONT HALF OF SCOPE BASE |

I disassembled the trigger assy from the receiver and removed SEAR. Trigger was "jammed" up with oily varnish. This was again cleaned & reassembled. The trigger was too light & was again adjusted.
 Alan Buss - Pacific Inter Sports Goods

| |
|---|
| How often do you lubricate the bore? (Months or Number of rounds) |
| How often do you lubricate the action? (Months or Number of rounds) |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Comments: |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? |
| What were the services performed? |
| |

Serial Number: **D6212052**

Model: **700**



RE00192755

Mail Post to:

REMINGTON-UMC ARMS CO., INC

**Service Division
 1000 Remington Ave
 P.O. Box 13357**

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
 IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
 NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

- :: 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.

could not duplicate concern.
 safety works hard. replace
 TPA A + N/L

230145

4/4/64

22"
BP 1/95
8#
0.11

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

| | | | |
|--|--|-------------------------|------------|
| Model Number: 700 | | Serial Number: D6212052 | |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: JOHN R COX | | Date of Purchase: 2005 | |
| Address (no PO Boxes): 104 WALNUT HILL LANE | | | |
| City: CASSAWAY | | State: WV | Zip: 26624 |
| Phone (Daytime): 304-364-2270 | | Fax: | |
| E-mail Address: JCOX3546@GMAIL.COM | | | |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem: 3 YEARS AGO PULLED TRIGGER DID NOT FIRE. TOUCHED BOLT WEAPON FIRED. WHILE CLEANING RIFLE WOULD FIRE WHEN SAFETY WAS RELEASED. LOCAL GUN DEALER CLEANED TRIGGER ASSEMBLY AND ADJUSTED IN NOV 2009 PULLED TRIGGER RIFLE DID NOT FIRE TOUCHED BOLT RIFLE FIRED HAPPENED AGAIN IN DEC 2009. LOCAL DEALER CLEANED TRIGGER ASSEMBLY AND ADJUSTED TRIGGER | | | |
| Ammunition Information: | | | |
| Manufacturer: NORMADY | | Type: | |
| Other (i.e. bullet weight/type, shot size, powder): 139 GRAIN SST | | | |
| 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: HOPPE'S NO. 9 SOLVENT | | | |
| How often do you clean the bore? (Months or Number of rounds) ANNUALLY | | | |
| How often do you clean the action? (Months or Number of rounds) ANNUALLY | | | |
| How often do you clean the trigger assembly? (Months or Number of rounds) ANNUALLY | | | |
| Brand of lubricant used: HOPPE'S NO. 9 LUBRICATING OIL | | | |

OVER

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00192755 Serial: D6212052 Model 700 Center Fire Caliber: 280 REM Produced: 01/05/1995 Repairman: Bruce Travis
 Verify Repair Status: Repairing 4/1/2010 9:44:04 AM

Address Information

Customer: Received From Return To: Received From
 Name: JOHN COX JOHN COX
 Address 1: 1104 WALNUT HILL LN 1104 WALNUT HILL LN
 Address 2: PO Box PO Box
 City: GASSAWAY GASSAWAY
 State: WV Zip Code: 26624 State: WV Zip Code: 26624 Country: US Country: US
 FFL:

| Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing |
|---------------------|---------------|----------|--------------------------|---------------------|
| Date | Code | User ID | Desc1 | Current Status |
| 3/25/2010 11:48 | New | thomaspe | Repair Added | Repairing |
| 3/25/2010 12:05 | EmailSent | ArmEmail | Repair Received | 4/1/2010 9:44:04 AM |
| 3/25/2010 12:05 | EmailVerified | ArmEmail | Receipt | System |
| 4/1/2010 9:41:24 | Maint | Travisbw | Repair Maintenance | Gallery |
| 4/1/2010 9:42:42 | Estimate | Travisbw | Estimate Update | Repair Location |
| 4/1/2010 9:44:04 | Repairing | System | Immediate SAP Allocation | ILN |
| 4/1/2010 11:38:5 | Expedite | pencert | From: Repair Bench | Current Location |
| | | | | ILN |
| | | | | Transfer Number |

Repair Search

Refresh

Close

12
 15
 20.23
 47.23

RECEIVED
 APR - 6 2010

BY:.....