			R	emington Arms (Product Servi							
				Legal Case #:4							
Case Inform	mation			-							
RE# 192779	Date Opened 3/25/2010	Date	e Opened(PS) 3/8/2010	Date Cl	osed	Incident I 3/5/201		Pre L X	it I	lit	Obsolete
Customer I	Information										
Туре	Business	First Name	Last Name	Street	City	State Z	ip Age		C	ontac	t
Reporter	Dick's Sporting Goods	Al & Rhonda	Dick's Sporting	Huntington Mall	Barboursvill	e WV 25:	504	,	W 304	-733-	9720
Incident		John	Mannon	6599 Co. Rd. 6	Kitts Hill	OH 45			C 740- onmar	E	8281 Dyahoo.com
Incident Inf	formation										
	Claims		ł	Codes	F	Repair Est.	. Medica	Trea	tment	Me	dical Statu
PI											
PD Hole in damage	n garage & 4-wheele			ld Not Duplicate			Un	knowi	ı		
S		Conc	cern:1007 Fired	d on Safe Release							
-											
C Fired o 3/8/10 John the garage.	on Safe release n Mannon called. He No estimate on the	cost of the dar	nage yet. He di	id speak to an atto	orney about th	ne incident	& the attor	ney to	ld him	that	he could
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Box order# 1088451. dmf 4/8/10: Finally got in touch with Rhonda Bradley @ store. She stated that the customer called her & said they had filed a claim against Remington for the damaged done to garage & 4-wheeler. We have never received an estimate of damages or pictures from the customer. I left Fred S. a voice mail to advise on this one. dmf 4/12/10: RGA# 60066828 issued to Dicks Sptg Gds. Sent Fred S. an email w/update. I called John Mannon & told him that we could not duplicate concern but were still investigating. Asked him to fax over detailed info on the incident & circumstances surrounding it along with estimates or charges for repairs. He stated that he would do that & wrote down my fax #. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		3/26/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4416&Type=Case

4/12/2010

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	Description		26" 308 WIN HB
	Date Code		KD
	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	Slightly 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	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		STANDARD XMP SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	Select	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Like new; Functioning	
Trigger	Pull	Select	3#
TIFREI	Altered	False	
	Sub-Assembly	X-Mark Pro	

April 12, 2010

Dick's Sporting Goods Attn: Rhonda Bradley Huntington Mall Barboursville, WV 25504

Subject: #4416, Model 700, Serial # G6860186, Invoice # 41976830

Dear Rhonda,

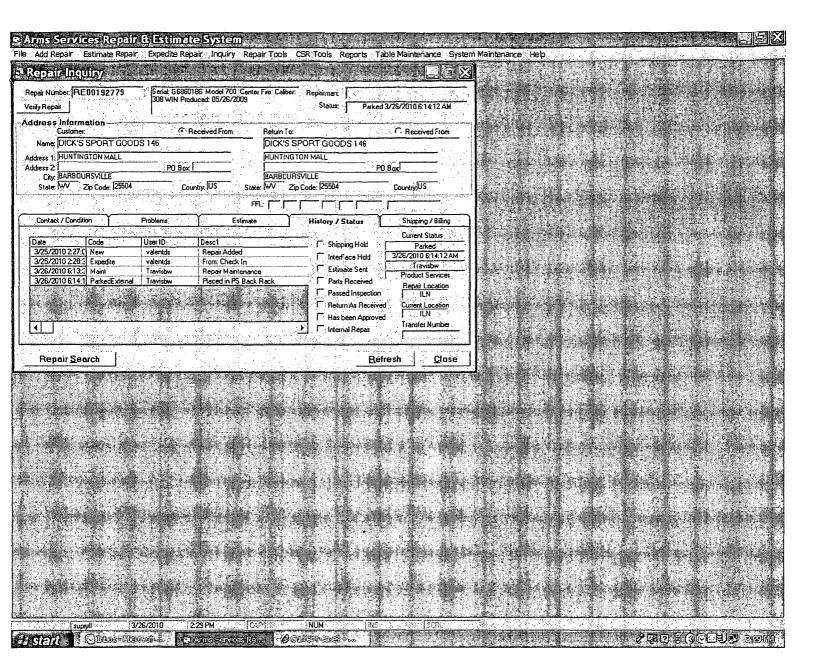
4

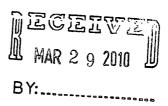
We issued a credit back to Dick's Sporting Goods for the above rifle. Invoice # 41976830. PO# 290008182. In the amount of \$445.47.

Sincerely,

Dell Marie Fulcher Consumer Affairs Administrator Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686 Fax: 336-548-7872 **E-mail:** <u>dell.fulcher@remington.com</u>







KD 5/09 26" 1 3#-

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March 8, 2010

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Dick's Sporting Goods Attn: Al Rigsby or Rhonda Bradley Huntington Mall Barboursville, WV 25504

Subject: #4416, Model 700, Serial # G6860186, Ref: John Mannon

Dear Al or Rhonda,

Enclosed is a prepaid UPS shipping label to cover shipment of the rifle to our factory for examination. Please include a copy of this letter to put inside the shipping container. The letter inside is 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 boxes with the name "Supry". Fred Supry will be inspecting the firearm and will contact me with the results.

Sincerely,

iller m. Ful dies

Dell Marie Fulcher Consumer Affairs Administrator Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686 Fax: 336-548-7872 **E-mail:** <u>dell.fulcher@remington.com</u>



ton Drive • P.O. Box 700 • Madison, NC 27025

FIREARM RECE	IPT FORM	11259
DROP OFF DATE 3-5-10 PICK UP DATE	STORE NUM	BER 146
NAME Alisha Dawn Maningh		
ADDRESS 6599 County Road 6. Kits,	11.11,014 45645	
TELEPHONE # 1-740-643-0276		•
IDENTIFICATION TYPE OHID Stars Linge	NUMBER _ SU/97708	
EXPIRATION DATE 07 124 12012	DATE OF BIRTH (D.O.B.) 07/24/11	¥7
MANUFACTURER AND IMPORTER		
MODEL 700	CALIBER/GAUGE	
SERIAL # 66860186	1	ſ
REASON FOR RETURN/DEFECTS: IN hera satisty is	tike off, que goes off	1.1. th 407
pulling Arager que has did this	4-5 times even ishot	M- wheelst ?
ASSOCIATE SGNATURE DROP OFF	PICK UP	
CUSTOMER SIGNATURE DROP OFF	//// PICK UP	
CUSTOMER DROPPING OFF AND PICKING UI	P THE FIREARM <u>MUST</u> BE THE SAME PERS FOR RETURN OF THE FIREARM.	ON.
PART 1 - STORE PART 2 - CUSTO)

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Remington Arms Company, Inc. 870 Remington Drive P. O. Box 700 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:		3/5/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PACKA	AI 10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXXXXXXXX
DESCRIPTION:	Ref - Subject # 4416 S# G6860186			

LABEL INFORMATION

MAIL LABEL TO: Dick's Sporting Goods Attn: Al Rigsby/Rhonda Bradley Huntington Mall Barboursville, WV 25504 Ph: 304-733-9720

RETURN ITEM TC Remington Arms Co., Inc. Attn: Product Service/Supry Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 MAR 8, 2010 ALL CURR USD SERVICE GNDCOM ACT WT 10.0 LBS 1 OF 1 TRACKING# 1Z4XX5969065752006 REF 1:DICKS/AL/RHONDA/DMF REF 2:REF# G6860186/4416 HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD DV 0.00 DC 0.00 COD 0.00 RS 0.50 DGD 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 8.20 PUB+HANDL ING 8.20