لحم

				R	emington A	Arms Co., II	nc.							
						t Service								
Case Informa	tion				Legal Ca	ase #:4442								
RE#		e Opened	Date O	pened(PS)	D	ate Closed]	Incide	nt Date	2	Pre Li	t I	Lit	Obsolete
193648		/6/2010		8/2010		4/13/2010		3/17/	2010					
Customer Inf	formatio	n												
Type Bu	isiness	First Name	E Last Name	Str	et		City		State	Zip	Age			ntact
Incident		Ian	Landrum	2683 Harr	nony Rd.	Washingt	ton Court	t Hou	OH	43160			C 740-606-2578 landrum7@live.com	
Incident Info	rmation	ł												0
Cla	aims			Codes			Repai	ir Est.	Me	dical T	reatme	nt	Med	lical Status
PI										•				
PD Shot a l	hole in I	house		Could Not I	-	Concern				Unkr	own			
S C			Concern:1007	Fired on Sat	fe Release					01111				
•		11- J TT444		1		:- : 0 0	4 1		1		. c . c	P '	41	
discharged &	shot a	hole in his h	ed that 2 days a ouse. He stated	igo ne was u it cost him !	\$500 to rep	air damage	nen ne n . dmf	iovea	ine sare	ery fron	1 Sale 6	o Fire	the g	un
		· · · · · · · · · · · · · · · · · · ·												
Firearm Infor	rmation		_							_	_		_	
Mfg.			Туре			Model/Ga.			SKU *	ſ	Ser		Bbl.	DOM
Remingto Date Purch		WI	CF/BA nere Purchased	4		0/6MM RE Accessories		0	r ginal C	hunor	A670:	9436	XQ	12/18/1978
Date I ultil	ascu		SPTS DAYTO			ECE SCOP		UI	gmar C U	JWIICI				
CONCERN:I	FSR				1.001		2 21102		C					
Ammunition	Inform	ation - None	Defined								<u> </u>			
Other Produc														
Settlement														
				I	Remington	/700/CF/BA	ł							
					-					Ca	ch	R	eim.	Cash
Settlem	ent	Relea	se of Claims	I	Release Da	ite	Reimbu	urseme	ent	Settle			e APV	/ Date APV
Repair at gesture of ge														
		Repair/R	eplacement Co	st Repair/	Replacem	ent Date								
			\$97.23		5/14/2010									
sluggish. Rep	lace TP	A, check ov	Box order # 108 er, clean under lled & I went o	bolt lock pro	ogram. dm	f 4/13/10: L	eft mess	age for	custor	ner to c	all me	so tha	t we d	an go over

damage. Waiting on parts list to finish settlement. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment				
	Examiner		B.TRAVIS				
	Exam Date		4/8/2010				
Examination	Product Type]	RF				
	Action Type		A				
	Assigned To		F.SUPRY				
Cause	4038	Could Not Duplicate Concern	The TA was dirty with sticky residue which may have contributed to the incident that we were unable to duplicate at the bench.				
	Description]	24" 6MM REM HB				
	Date Code		XQ				
	Bore Plugged	False					
	Bulged	False					

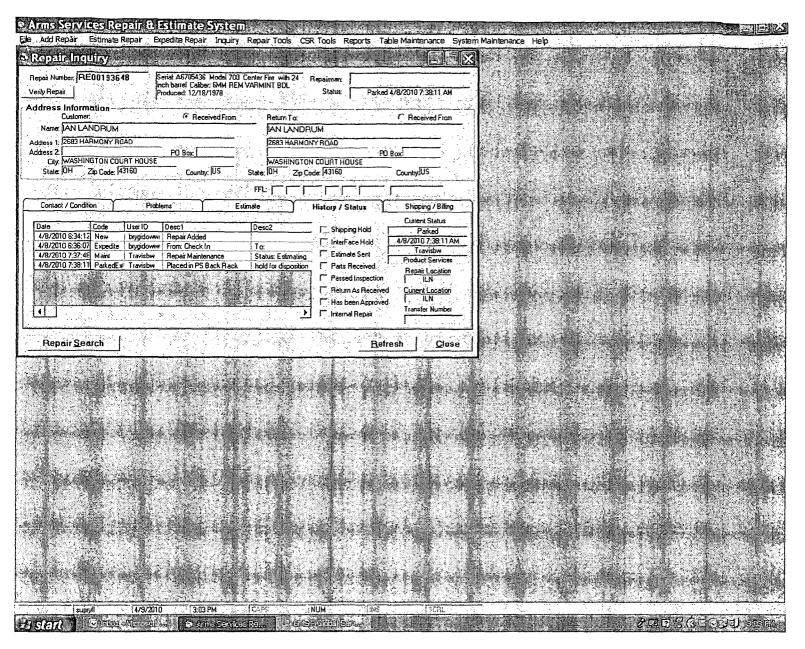
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4442&Type=Case

5/14/2010

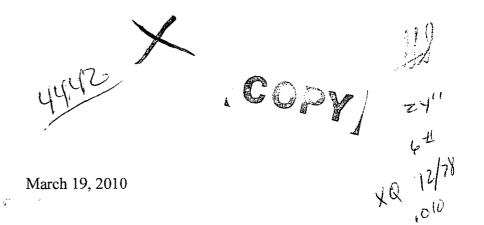
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	Fired	False	
Barrel	Fired while Obstructed		_
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	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	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False]
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.010
Sear		Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	HAS A DRIED AND STICKY LUBE RESIDUE CAUSING PARTS TO WORK SLUGGISH
Trigger	Pull	Select	6#
	Altered	False]
		M/700 Bolt Lock	
Non-Remington Components	Description	<u> </u>	TWO PIECE SCOPE BASE

5/14/2010



Almost missed the damage Concern. Customer didn't mention!t, good thing it was in the detabase, wrote it up to repair bot, holding it until we reach agreement with customer. DECEIVED App 1 tred 4/9/10 BY:....



Ian Landrum 2683 Harmony Rd. Washington Court House, OH 43160

Subject: #4442, Model 700, Serial # A6705436

Dear Mr. Landrum,

I am sorry to learn about the issue experienced with your Model 700. 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.

I apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

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>

> Could Not duplicate concern T.A. Dirty, works sluggish, uplace TPA check own dean unded folt Locie Program



ngton Drive • P.O. Box 700 • Macison, INC 27020 J • www.remington.com

#230145

Model Number: Serial Number: 700 BDL VARMit 16705436 Date of Purchase: Name: IAN LANDEUM 1985 Address (no PO Boxes): 2683 HARMONY Rd. NW Zip: 1/3160 Washington Collo State: 0 H City: Fax: 740 606 --(Daytime): 740 606-E-mail Address: Please describe your problem: Firearm disclorged when moving safety from safe to fire position with no engagement of trigger. Consider it unsafe a dangenous until this is corrected. characters left 500 NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. 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. :: 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. :: 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. Print Reset

3/19/2010



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

ARS LABEL REQUEST FORM

DATE:		3/19/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PACKA	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXXXXXXX
	Ref# 4442 S# A6705436 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Ian Landrum 2683 Harmony Rd. Washington Court House, OH 43160 Ph# 740-606-2578

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

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

4XX596 M SERVICE GNDCOM TRACKING# 124X REF 1:IAN LAND REF 2:REF# A670	x5969065590 RUM/DMF	WT 10.0 L 673	CURR USD .BS	1 OF	-	mailed	
HANDLING CHARG	E 0.00		SVC	T/P USD		3/22/1	0
DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 8.2	COD DGD PR	0.00 0.00 0.00 PUB+HAND	RS SD SP	0.50 0.00 0.00 8.20			