

Remington Arms Co., Inc.
Product Service
Legal Case #:5291

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 217387 | 1/4/2011 | 12/3/2010 | 1/18/2011 | 11/29/2010 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|---------------|-----------|-------------------|---------------|-------|-------|-----|--|
| Incident | | James Michael | Manary | 2410 Speedway Dr. | Wichita Falls | TX | 76308 | | C 817-648-9490 E jmichaelmanary@yahoo.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|----------------------------|--------------|-----------------------------|-------------------|----------------|
| PI | | | | |
| PD Shot hole in truck door | Cause:4038 | Could Not Duplicate Concern | | |
| S | Concern:1007 | Fired on Safe Release | Unknown | |
| C FSR | | | | |

12/3/10: Customer called in. He stated on 11/29/10 he had a FSR & shot hole in truck door. No injury. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|--------------------|----------------|----------------|----------|------|------------|
| Remington | CF/BA | 700/3006 SPRG | 25793 | C6203961 | EH | 10/21/1987 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | BEST PRODUCTS #002 | TWO PIECE BASE | N | | | |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|--------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Repair @ n/c | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$62.40 | 1/18/2011 | | | | |

12/3/10: Sending ARS, ltr, form, box. Box order# 1165214. df 1/18/11: Per Ilion - Could not duplicate concern. TA dirty & hard off safety. Replace TA, clean & test fire @ n/c. I called cust. & he apprvd repair. He was please we are doing the repair @ n/c. He did not bring up the truck at all. I will email factory. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|--------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/6/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 3006 SPR |
| | Date Code | | EH |
| | 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 | |
| | 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 | | M/700 SAFETY |
| | Function | Slightly Worn; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | 013 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY |
| | Pull | ---Select--- | 4# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE BASE |

224
E# 10/1
4#
1013

COPY

5291

December 3, 2010

James Manary
2410 Speedway Dr.
Wichita Falls, TX 76308
Ph: 817-648-9490

Ref: # 5291

Dear Mr. Manary,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm 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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
JAN 10 2011

BY:.....

enclosure

could not duplicate concern.
T.A. DIRTY + HARD off safety.
replaced TPA, CLEAN + TEST fire
AT ~~PA~~ N/C
#230145

X

C6203961

Model: 700



RE00217387

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

3004

Print

Reset

| | | | |
|---|--|--|-------------------|
| Model Number: <u>700</u> | | Serial Number: <u>C6203961</u> | |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: <u>J. Michael Manary</u> | | Date of Purchase: <input type="text"/> | |
| Address (no PO Boxes): <u>2410 Speedway</u> | | | |
| City: <u>Wichita Fall</u> | | State: <u>Tx</u> | Zip: <u>76308</u> |
| Phone (Daytime): <u>(817) 648-9490</u> | | Fax: <input type="text"/> | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>jmicahel manary @ yahoo.com</u> | | | |
| E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: <u>Moving rifle from safe to fire rifle</u> <u>Fired</u> | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: <u>Hornady</u> | | Type: <u>Ballistic Typ</u> | |
| Other (i.e. bullet weight/type, shot size, powder): <input type="text"/> | | | |
| Handload Information: | | | |
| Powder Used: <input type="text"/> | | Powder Weight: <input type="text"/> | |
| Case/Hull Used: <input type="text"/> | | Primer Used: <input type="text"/> | |
| Bullet Type/Shot Size: <input type="text"/> | | Reloader Used: <input type="text"/> | |
| Firearms Care (Cleaning and Lubrication): | | | |

| | |
|---|---------------------|
| Brand of cleaning solution used: | |
| How often do you clean the bore? (Months or Number of rounds) | 1 month or 6 rounds |
| How often do you clean the action? (Months or Number of rounds) | 1 month or 6 rounds |
| How often do you clean the trigger assembly? (Months or Number of rounds) | never |
| Brand of lubricant used: | HOPPS |
| How often do you lubricate the bore? (Months or Number of rounds) | 1 month |
| How often do you lubricate the action? (Months or Number of rounds) | 1 month |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | never |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) ? | |
| What were the services performed?) | |
| Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 | |
| <input type="checkbox"/> 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. :: 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. We process checks electronically through Check21.

| |
|----------------------------|
| Reference # |
| 101130-000188 |
| Status |
| Unresolved |
| Assigned To |
| Administrators |
| Dell - |
| Product |
| Firearms |
| SLA |
| Not specified |
| Queue |
| CSR |
| Date Created |
| 11/30/2010 07:56 PM |
| Initial Response |
| None |
| Last Updated |
| 12/02/2010 04:53 PM |
| Customer SmartSense |
| 0 (on -3 to +3 scale) |
| Staff SmartSense |
| 0 (on -3 to +3 scale) |

Rifle misfire

Discussion Thread

Customer (James Manary)

11/30/2010 07:56 PM

I am writing this with a concern, Yesterday, my Remington 700 30-.06 fired when I switched it from safety to fire, and caused damage to my truck. When I purchased the rifle my mother in law told me that there was a problem with the Remington 700 rifles and I told her she was crazy. Now, I am concerned about my safety and that of my family. Do you have a recall or is there a replacement. I have had many 700's in the past and never had a problem until now. I look forward to your reply.

J. Michael Manary

This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message.

Primary Contact

First Name: James

Last Name: Manary

Organization:

Login: james.manary@halliburton.com

Title:

Contact Type:

Email: james.manary@halliburton.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|--|-----------|-----------------|--------|
| DATE: | 12/3/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PKG: | 10 lbs |
| PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL | | I WILL MAIL | XXXXXX |
| DESCRIPTION: Ref # 5291 rifle | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: James Manary 2410 Speedway Dr. Wichita Falls, TX 76308 Ph: 817-648-9490 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 DEC 7, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067626309
REF 1: JAMES MANARY/CD/DMF
REF 2: 5291/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.45 PUB+HANDLING 9.45





