

Remington Arms Co., Inc.
Product Service
Legal Case #:4957

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 210395 | 11/15/2010 | 11/3/2010 | 11/18/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------------------------|------------|-----------------|-------------------|----------|-------|-------|-----|---|
| Reporter | Missoula Mercantile & Pawn | --- | Missoula Mercan | 5175 US Hwy 93 S. | Missoula | MT | 59804 | | W 406-251-3399 E axmensooth@yahoo.com |

Incident Information

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

11/3/10: Dealer called in. His consumer brought his M/700 into the store. Stated he had FSR twice. Doesn't want the gun back. Dealer wants to send the gun in for exam & repair. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|--------------------------|----------------------|----------------|----------|------|-----------------------|
| Remington | CF/BA | 700/270 WIN | 27303 | G6391931 | KY | 5/11/2004 11:18:40 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | WILLIAMS SHOOTERS SUPPLY | TWO PIECE SCOPE BASE | U | | | |

CONCERN:FSR,FBC

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 |
|---------------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Repair @ n/c - goodwill gesture | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$47.23 | 11/18/2010 | | | | |

11/3/10: I will email letter & form to dealer. I will ask Cathy D. to email the ARS to dealer. df 11/18/10: Per Fred S. - Could not duplicate concern. Trigger set screw altered. Trigger has a min. return. Replace TA, check over, clean & test fire @ 1/2 normal charges - quote. df 11/18/10: I called & spoke to Bruin @ store. Customer stated she did not want the rifle back. I offered to do repair @ n/c - goodwill gesture. Bruin accepted & aprvd. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|-------------|
| Examination | Examiner | | F.SUPRY |
| | Exam Date | | 11/16/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 270 WIN |
| | Date Code | | KY |
| | 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 | |
| | 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--- | |
| | Condition | Slightly Worn; Functioning | |
| Receiver | Bulged | False | |
| | Description | | STANDARD M/700 SAFETY |
| Safety | Function | Like new; Functioning | |
| | Sub-Assembly | ISS | |
| | Lift | ---Select--- | .013 |
| Sear | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| | Tests | False | |
| Feeding Test | Condition | Slightly Worn; Functioning | MIN TRIG RETURN |
| Trigger | Pull | ---Select--- | 3# |
| | Altered | True | TRIG PULL SCREW ALTERED |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE SCOPE BASE |

frmREInquiry - Repair Inquiry

Repair Number: **RE00210395** Serial: G6391931 - Model 700 - Center Fire - Caliber 270WIN Produced: 05/11/2004 SKU: 27303 Repairman: Bruce Travis Status: ApprovalHold 11/16/2010 7:10:50 AM

Verify Repair: ☐ Received from: ☐ Return To: ☐ Received from: ☐

ADDRESS INFORMATION

Customer: **MISSOULA MARCANTILE AND PAWN** **MISSOULA MARCANTILE AND PAWN**

Name: **MISSOULA MARCANTILE AND PAWN** **MISSOULA MARCANTILE AND PAWN**

Address 1: **5175 US HWY 93 SOUTH** **5175 US HWY 93 SOUTH**

Address 2: **PO Box** **PO Box**

City: **MISSOULA** **MISSOULA**

State: **MT** Zip Code: **59804** Country: **US** **MT** Zip Code: **59804** Country: **US**

FFL: **9** **81** **063** **02** **3F** **00117** **662013**

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

| Date | Code | User ID | Desc1 | Desc2 | |
|-----------------|--------------|----------|--------------------------|--------------|--|
| 11/15/2010 1... | New | lopataff | Repair Added | | |
| 11/16/2010 6... | Maint | Travisbw | Repair Maintenance | Status: Repa | |
| 11/16/2010 7... | Estimate | Travisbw | Estimate Update | Status: Appr | |
| 11/16/2010 7... | ApprovalH... | System | Immediate SAP Allocation | | |

Shipping Hold: ☐ Interface Hold: ☐ Estimate Sent: ☐ Parts Received: ☐ Passed Inspection: ☐ Return as Received: ☐ Has Been Approved: ☐ Internal Repair: ☐ Exclude TATC: ☐

Current Status: **ApprovalHold** **11/16/2010 7:10:50 AM** **Travisbw** **Repair Bench** **Repair Location** **ILN** **Current Location** **ILN** **Transfer Number**

Repair Search: Refresh: Close:



RECEIVED
NOV 17 2010

BY:.....

To Remington Arms

10/30/2010

From:

Missoula Mercantile (dealer) 406-251-3399

And

Cindy Ginrierich (owner) 406-381-1348, 406-777-3487

Model 700 ADL SYN Youth, Caliber 270 Win

Serial# G6391931

We are returning this firearm for our customer due to an unsafe condition.

This rifle has misfired (fired) twice upon closing the bolt while NOT touching the trigger. Also, it has fired twice while moving the safety from the "safe" position to the "fire" position again while NOT touching the trigger. Also, the action is difficult to operate when loading actual factory ammunition. Please inspect and repair. Thank You.



Number: G6391931

Model: 700



RE00210395

11/18/10 4:40p ET

Bruin @ State apprd
repair. df

could not duplicate concern.
Trig. set screw is loosed, Trig.
has a min return. Replace TPA,
check over, clean + test Fire
at 1/2 normal charges.

Quote

22"
12/5/01
3#
013

REPAIR



MISSOULA MERCANTILE & PAWN

5175 US Hwy 93 South • Missoula, MT 59804

BUY • SELL • TRADE • LOAN

(406) 251-3399

FAX: 251-224

| | | | | | |
|--|----------------------------------|------------|--------|----------------------|----------|
| CUSTOMER'S ORDER NO. | | DEPARTMENT | | DATE <i>10/30/16</i> | |
| NAME <i>TINDY GONATICH</i> | | | | | |
| ADDRESS <i>(406) 581-1348</i> | | | | | |
| CITY, STATE, ZIP <i>(406) 777-3987</i> | | | | | |
| SOLD BY | | CASH | C.O.D. | CHARGE | ON ACCT. |
| | | | | | |
| QUANTITY | DESCRIPTION | | | PRICE | AMOUNT |
| 1 | | | | | |
| 2 | <i>REMINGTON 700</i> | | | | |
| 3 | <i>270 WIN</i> | | | | |
| 4 | | | | | |
| 5 | <i>S/n 66391931</i> | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |
| 11 | | | | | |
| 12 | <i>RIFLE HAS MISFIRE</i> | | | | |
| 13 | <i>TWICE UPON CLOSING</i> | | | | |
| 14 | <i>BOLT / TWICE COME</i> | | | | |
| 15 | <i>FROM SAFETY TO FIRE</i> | | | | |
| 16 | <i>ALSO DIFFICULT TO OPERATE</i> | | | | |
| 17 | <i>ACTION WHEN LOADED</i> | | | | |
| 18 | | | | | |
| 19 | | | | | |
| 20 | | | | | |
| RECEIVED BY | | | | | |

Remington®

11/3/10

Emailed to dealer.

Dell

November 3, 2

Missoula Mercantile & Pawn
Attn: Rich
5175 US Hwy 91 S.
Missoula, MT 59804
Ph: 406-251-3399

Ref: # 4957

Dear Rich,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form 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

enclosure

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

PS 13501

COPY

November 3, 2010

Missoula Mercantile & Pawn
Attn: Rich
5175 US Hwy 91 S.
Missoula, MT 59804
Ph: 406-251-3399

Ref: # 4957

Dear Rich,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form 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

enclosure

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

PS 13502

| | | | |
|--|--|--------------------------------------|-------------|
| Model Number: | | Serial Number: | |
| Name: | | Date of Purchase: | |
| Address (no PO Boxes): | | | |
| City: | | State: | Zip: |
| Phone (Daytime): | | Fax: | |
| E-mail Address: | | | |
| Please describe your problem: | | | |
| 500 characters left | | | |
| NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. | | | |
| <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. | | | |
| :: 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. | | | |
| <input type="button" value="Print"/> | | <input type="button" value="Reset"/> | |

Fulcher, Dell Marie

From: postmaster@remington.com
To: axmensouth@yahoo.com
Sent: Wednesday, November 03, 2010 3:41 PM
Subject: Relayed: Missoula Mercantile - Ref# 4957

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

axmensouth@yahoo.com

Subject: Missoula Mercantile - Ref# 4957

Remington

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|-----------|---------------------|--------|
| DATE: | 11/3/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 lbs |
| <input checked="" type="checkbox"/> RELEASE CHECK ONE | | | |
| MEDIA COORDINATOR: XXXXXX | | I WILL MAIL | |
| TO MAIL | | | |
| DESCRIPTION: Ref# 4957 Rifle | | | |

LABEL INFORMATION

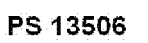
| | |
|---|----------------------------|
| MAIL LABEL TO: Missoula Mercantile & Pawn Attn: Rich 5175 US Hwy 91 S. Missoula, MT 59804 Ph: 406-251-3399 Email: axmensouth@yahoo.com | Please email ARS to dealer |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY | |

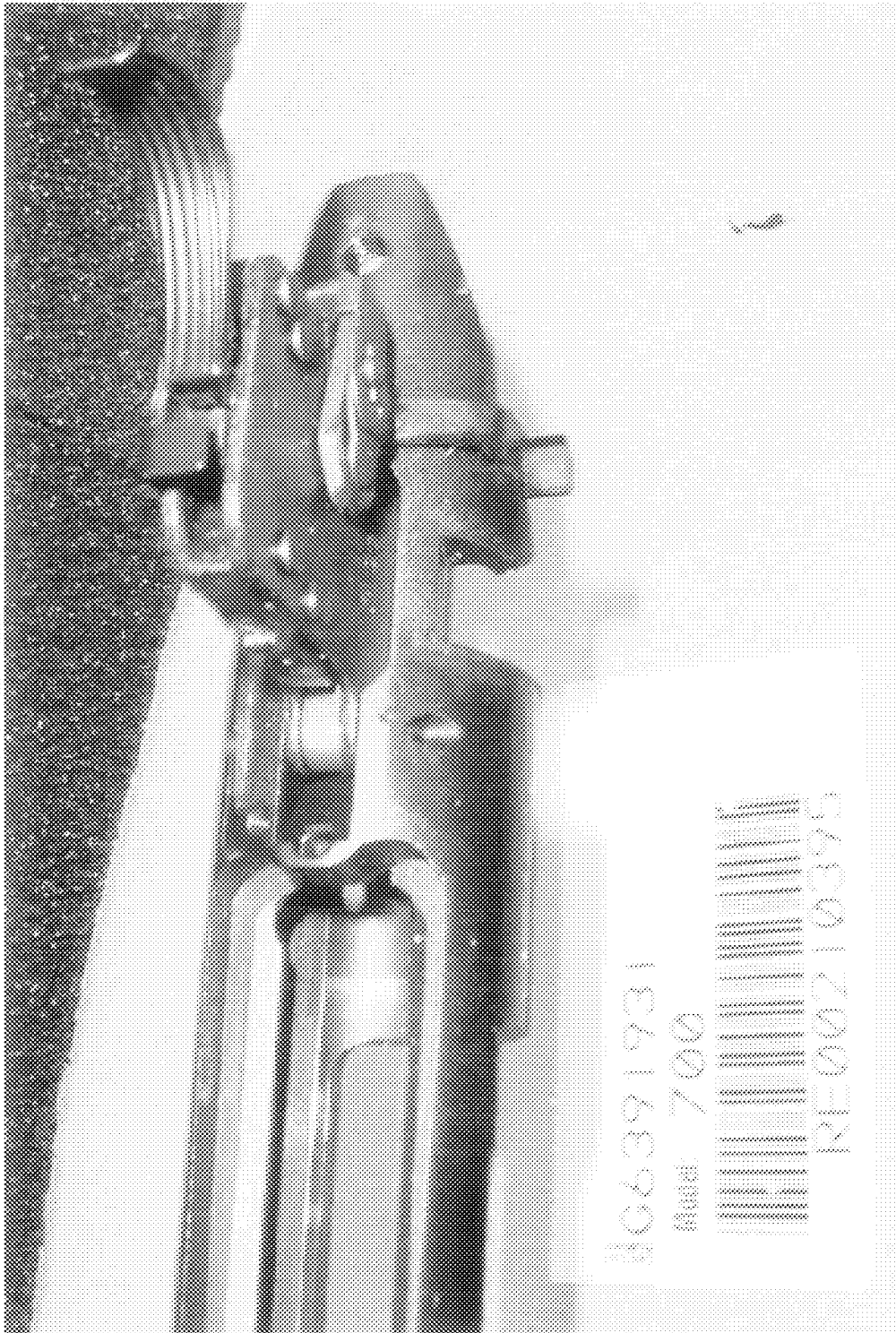
DO NOT SEND TO THE MEDIA COORDINATOR

4XX596 NOV 3, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065181365
REF 1: MISSOULA MERCANTILE/RICH/CO/DMF
REF 2: 4957/RIFLE

| | |
|-----------------------------|--------------------|
| HANDLING CHARGE 0.00 | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: | RS 1.00 |
| DV 0.00 | SD 0.00 |
| DC 0.00 | SP 0.00 |
| AH 0.00 | PUB+HANDLING 12.29 |
| TOT PUB CHG 12.29 | |

axmensouth@yahoo.com







Remington Arms Co., Inc.
Product Service
Legal Case #:5504

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|-----|-------------|-----------------|-------------|---------------|---------|-----|----------|
| | | 12/29/2010 | 1/30/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|--------------------|------------|-----------------|------------------|----------------|-------|-------|-----|---|
| Reporter | Modern Pawn & Guns | Mark | Modern Pawn & G | 1701 Airline Rd. | Corpus Christi | TX | 78412 | | W 361-993-9390 E modernpawn@gmail.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|------------------------------------|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4079 Other - Unexamined | | Unknown | |
| S | Concern:1008 Fired on Bolt Closing | | | |
| C FBC | | | | |

Dealer sent an email. Stated that a customers gun will fire when closing the bolt. No damage, No injury. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|-------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/270 WIN | 25630 | B6779127 | | 3/18/1986 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | GRICE WHOLESALE | | U | | | |

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 |
|---|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| duplicate, see case 5568, repair 220053 | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |

12/29/10: I will email letter & form. I will ask media coord to email ARS. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|---------|
| | | | |