

Remington Arms Co., Inc.
Product Service
Legal Case #:5289

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215827	12/22/2010	12/3/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bob	Shoalmire	1192 Hwy 1 N. PO Box 150	Powhatan	LA	71066		H 318-352-0355 C 318-471-3175 E bobsscooter@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

12/2/10: Customer called in. He stated that he had FSR 3-4 days ago. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6649522	WQ	8/31/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
11/12/1978	SOUTHERN GUN OPA LOCKA FL	TWO PIECE BASE,MUZ BRAKE	Y			

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 - Quote to repair @ 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				

12/3/10: Sending ARS, ltr, form. df 1/17/11: Per Ilion - Will follow down. TA set screws altered. Trigger will not return properly. Replace TA, clean & test fire @ 1/2 normal cost - quote. df Left msg. for cust. to call about quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	
Barrel	Description		24" 7MM REM MAG MB
	Date Code		WQ
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN TRIG NOT RETURNING PROPER HAS HAD BLP
	Pull	---Select---	2.3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,MUZ BRAKE

5289

COPY

24"
W98/
2.5#
1008

December 2, 2010

Bob Shoalmire
PO Box 150
Powhatan, LA 71066
Ph: 318-352-0355

Ref: # 5289

Dear Mr. Shoalmire,

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 06 2011

enclosure

BY:.....

Serial Number:

A6649522

Model: 700



RE00215827

will follow down.
T.A. sets screws altered. T.T. 9.
will not return properly.
replace TPA, clean & test fire
AT 1/2 normal cost.
Quote

Print

Reset

Model Number: <u>700 Bolt Classic</u>		Serial Number: <u>A66-49522</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Bob Shoalmire</u>		Date of Purchase: <u>11-12-78</u>	
Address (no PO Boxes): <u>1192 Hwy 1 N.</u>			
City: <u>Powhatan</u>		State: <u>LA</u>	Zip: <u>71066</u>
Phone (Daytime): <u>318-352-0355</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>bobsscooter@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>2009 - Hunting season - Bolt action refused to cock</u> <u>2010 - Hunting season - Bolt action refused to cock. - Both times it was cold weather & first time to work it, it refused to cock - managed to cock it - then the rifle fired pre-maturely</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Nozzler Partener</u>		Type: <u>Same</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>165 mg</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Remington</u>
How often do you clean the bore? (Months or Number of rounds) <u>yearly</u>
How often do you clean the action? (Months or Number of rounds) <u>yearly</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>yearly</u>
Brand of lubricant used: <u>Remington</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>yearly</u>
How often do you lubricate the action? (Months or Number of rounds) <u>yearly</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>yearly</u>
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? <u>Never</u>
What were the services performed? <u></u>
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.

Remington.

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 # 5289 rifle			

LABEL INFORMATION

MAIL LABEL TO: Bob Shoalmire PO Box 150 Powhatan, LA 71066 Ph: 318-352-0355
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 GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065096038
REF 1:BOB SHOALMIRE/CD/DMF
REF 2:5289/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







