

Remington Arms Co., Inc.
Product Service
Legal Case #:5227

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 215433 | 12/19/2010 | 11/29/2010 | 1/3/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|------------------------------|-------|-------|-------|-----|---|
| Incident | | Scott | Skow | 206 S. 2nd St. PO Box 132 | Homer | NE | 68030 | | C 712-333-5952 E pudybad@hotmail.com |

Incident Information

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

11/29/10: Customer called in. Stated he had a FSR 2 yrs ago. No damage, No injury. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|----------------------------|-------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/243 WIN | n/a | B6253951 | RA | 11/1/1980 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | SIMMONS GUN SPEC OLATHE KS | | 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 |
|---|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| | | Remington/700/CF/BA | | | | |
| Per Ilion - quote to repair under BLM program | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$60.40 | 1/12/2011 | | | | |

11/29/10: Sending ARS, ltr, form, box. Box order# 1163488. df 1/12/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM program. - Quote. Customer apprvd. quote & paid by credit card. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|-------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/3/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 243 WIN |
| | Date Code | | RA |
| | 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 BOLT LOCK SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .010 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY |
| | Pull | ---Select--- | 4# |
| | Altered | False | |
| | Sub-Assembly | M/700 Bolt Lock | |

5227

[COPY]

22"
RA 1/80
4#
.010

November 29, 2010

Scott Skow
206 S. 2nd St.
PO Box 132
Homer, NE 68030
Ph: 712-333-5952

Ref: # 5227

Dear Mr. Skow,

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 05 2011

BY:.....

enclosure

could not duplicate concern
can offer to up hce TPA, clean
+ test fire under BLP for
\$ 20.00 + ship

Quote

Serial Number:

B6253951

Model: 700



RE00215433

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

217

PS 14178

Print

Reset

| | | | |
|--|--|--|---|
| Model Number: <input type="text" value="700"/> | | Serial Number: <input type="text" value="B6253951"/> | |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: <input type="text" value="Scott Skaw"/> | | Date of Purchase: <input type="text" value="1985"/> | |
| Address (no PO Boxes): <input type="text" value="206 S 2nd St"/> | | | |
| City: <input type="text" value="Homer"/> | | State: <input type="text" value="NE"/> | Zip: <input type="text" value="68030"/> |
| Phone (Daytime): <input type="text" value="712-333-5952"/> | | Fax: <input type="text"/> | |
| E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="Pudybad@hotmail.com"/> | | | |
| 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: <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> About 2 years ago - we were hunting in the winter. Went to unload gun - I flipped the safety OFF and the gun fired. It was every scary deal. Dont trust the safety on it and the trigger assembly </div> | | | |
| <input type="text" value="500"/> characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: <input type="text" value="Remington"/> | | Type: <input type="text" value="100 gr cerelect PTD soft PT"/> | |
| 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: <input type="text" value="Hoppe's"/> |
| How often do you clean the bore? (Months or Number of rounds) <input type="text" value="after every use"/> |
| How often do you clean the action? (Months or Number of rounds) <input type="text" value="after every use"/> |
| How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text" value="once a year"/> |
| Brand of lubricant used: <input type="text" value="Rem oil"/> |
| How often do you lubricate the bore? (Months or Number of rounds) <input type="text" value="about every month"/> |
| How often do you lubricate the action? (Months or Number of rounds) <input type="text" value="about every month"/> |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text" value="about every month"/> |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text" value="never"/> |
| What were the services performed? <input type="text"/> |
| Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p> |
| <p><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.</p> <p style="text-align: center;">:: 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</p> |

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.



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|----------------------------------|------------|-----------------|--------|
| DATE: | 11/29/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PKG: | 10 lbs |
| PLEASE CHECK ONE | | | |
| MEDIA COORDINATOR TO MAIL | | I WILL MAIL | XXXXXX |
| DESCRIPTION: Ref # 5227 Rifle | | | |

LABEL INFORMATION

| |
|--|
| MAIL LABEL TO: Scott Skow 206 S. 2 nd St. PO Box 132 Homer, NE 68030 Ph: 712-333-5952 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 NOV 30, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066662307
REF 1:SCOTT SKOW/CD/DMF
REF 2:5227/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 |







