## Remington Arms Co., Inc. Product Service Legal Case #:5124

Case Info	rmation												
RE# Date Opened		Date Opened(PS) Date		Date Clos	sed	<b>Incident Date</b>		Pre	Lit	Lit	Obsolete		
212130 12/1/2010		11/17/201	7/2010 12/7/2010		.0								
Customer Information													
Туре	Business	First Name	Last Name		Street		City	State	Zip	Age	C	Contact	
Incident		Harold	Snyder	363 S.	Washington A	Ave.	Piscataway	NJ	08854		C 732	2-433-757	0
Incident I	nformation	<u>י</u> נ											
Claim	S		Codes		R	epair	Est. Mee	dical T	reatme	nt	Medi	cal Statu	3
PI													
PD		Cause:4015	Improper M	laintena	nce			Unkn	01/71				
S Concern:10		07 Fired on Sa	fe Relea	ise			UIKI	0 •••11					
C FS	R												

11/17/10: Customer called in. He saw the CNBC show. He stated he has a FSR last fall. No damage - No injury. df The sear had to be forced to move due to build up of sticky residue. Once the gun fired the firing pin would follow down until the sear finally moved back to its proper position fls.

Firearm Information						
Mfg.	Туре	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	C6212908	BI	1/16/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	NORTHEAST FIREARMS		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA Cash Cash Reim. **Release of Claims Release Date** Reimbursement Settlement Settlement Date APV Date APV Quote to repair at a discount Repair/Replacement **Repair/Replacement** Cost Date \$60.23 12/7/2010

11/17/10: Sending ARS, ltr, form. df 12/7/10: Replace TA, clean, test fire at discount price. I called customer & he apprvd & made payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner	]	supry
	Exam Date	]	12/2/2010
Examination	Product Type	]	RF
	Action Type	]	Α
	Assigned To	]	Supry
Cause	4015	Improper	Outside clean, sticky residue inside the housing binding the sear. Photo

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5124&Type=Case

PrintDisplay

		Maintenance	shows some residue under the safety.	
	Description		22 inch Model 700 3006 caliber	
	Date Code	]	BI	
	Bore Plugged	False	]	
	Bulged	False	] .	
Barrel	Fired	False		
	Fired while Obstructed		-	
	Muzzle/Crown Condition	Worn; Functioning		
	Firing Pin	Slightly Worn; Functioning	Firing pin assembly was stainless the bolt was carbon	
	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	True		
	Block Condition	Select		
Locking	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	Select		
	Condition	Select		
Magazine	Box Condition	Slightly Worn; Functioning		
	Èxterior Condition	Worn; Functioning		
Overall	Stock Condition	Worn; Functioning		
	Fore End Condition	Select		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
	Description	J	Model 700	
Safety	Function	Slightly Worn; Functioning		
	Lift	Select	not measured	
	Notch	Slightly Worn; Functioning	With the sear in the proper position it functioned normally	
Sear		Condition	Abused; Not Functioning	Outside of housing was clean however, the inside was coated with sticky residue causing the sear to

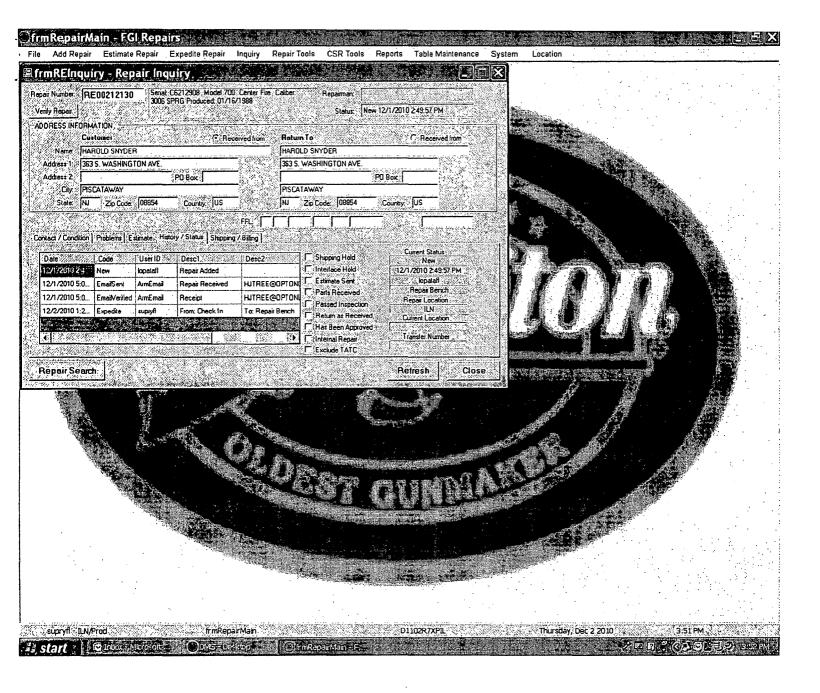
12/7/2010

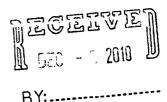
PrintDisplay

Pull		Select 5.5 lbs
Altered	Trigger	False
Sub-Assembly		M/700 Non-Bolt Lock
Non-Remington Components	Description	Two piece scope base and rings. Stock butt pad sleeve.

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5124&Type=Case

12/7/2010





B| 5,5165 22" 3006



November 17, 2010

C6212908

Model:

700

Harold Snyder 363 S. Washington Ave. Piscataway, NJ 08854 Ph: 732-433-7570

Ref: # 5124

Dear Mr. Snyder,

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

enclosure

After firing follows down dove to Sear not raising up because of streky resolve, Ite was experiencing delayed firings. discount, discoun Install New Trigger Assembly at ± norma Charges as gestore of good will. Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025

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

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Print	Reset					
Model	Serial					
Number: 700 BDL	Number:					
Are you the original owner?: 🗹 YES 🖾 NO						
Name: HARCLD SNYDER	Date of Purchase: Don'T REMEMBER 10-12 yAS MO?					
Address (no PO Boxes): 363 WASHINGTON AVE.						
City: PISCATAWAY	State: M.J. Zip: 08854					
Phone (Daytime): 782-433-7570	Fax:					
E-mail Address:(if e-mail address is provid be sent) 4 J TREE & OPT on						
E-mail A						
I would like to receive future e	e-mail updates from Remington.					
Please describe your problem and date of occurrence: WHEN I TAKE OFF SAFETY, POLL TRIAGER NO FIRE						
EITHER TAKE OUT OF SHOULDER QUN FIRES, Touch SAFETY, gun FIRES. Some TIMES FIRE QUN - DELAY gun FIRES. LAST TIME FIRED gun 11/2 YES Ago						
TRIED REPLACING FIREING POR REPLACED ENTIRE BOLT - NO 500 cha	NOV FEB. 08 ~ + Spring <u>CHANGE-(ITS IN SAFE</u> TY) racters left					
Ammunition I						
Manufacturer: FEDERAL PREMIUM	Type: 180gR NOSELER PART.					
Other (i.e. bullet wei powder):						
Handload Information:						
Powder Used:	Powder Weight:					
Case/Hull Used:	Primer Used:					
Bullet Type/Shot Size:	Reloader Used:					
Firearms Care (Cleaning and Lubrication):						

http://www.remington.com/asp/factory\_repair\_form.asp

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Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) AFTER SHOOTING FIRE APPROX
How often do you clean the action? (Months or Number of rounds) AFTER SHEETING
How often do you clean the trigger assembly? (Months or Number of rounds)
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > VYES INO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?) CHECK WEAPON (TOLD SEND TO REMINATON)
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
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.

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:		11/17/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PACK	(A) 10 lbs
PLEASE CHECKON MEDIA COORDINATOR TO MAIL			   WILL MAIL 	XXXXXX
DESCRIPTION:	Ref# 5124 Rifle			

## LABEL INFORMATION

MAIL LABEL TO:	Harold Snyder
	363 S. Washington Ave
	Piscataway, NJ 08854
	Ph: 732-433-7570

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

PLEASECOMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 N SVC GNDCOM TRACKING# 1Z4X REF 1:HAROLD S REF 2:5124/RIF	ACT X5969065084 NYDER/CD/DI		CURR USD .BS	1 0	IF 1
HANDLING CHARG SINGLE-PIECE PI DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 7.4	JB RATE CHR COD DGD PR	RGS: 0.00 0.00 0.00 PUB+HAND	RS SD SP	T/P USD 0.50 0.00 0.00 7.42	