

Remington Arms Co., Inc.
Product Service
Legal Case #:5252

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214283	12/13/2010	11/30/2010	12/15/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Daniel	Owens	2200 Clays Mill Rd.	Halifax	VA	24558		C 434-575-2565

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1036 Other - Does not trust firearm			
C	Doesn't trust rifle			

11/30/10: Customer called in. He stated that he had a FSR some time ago & his dealer sent the rifle to a RARC for repair. He has rifle back & the trigger wasn't changed in it. He doesn't trust the gun & wants to send it to the factory for exam & trigger change. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	84402	G6893334	RE	8/28/2009 1:39:31 PM

Date Purchased	Where Purchased	Accessories	Original Owner
8/20/2010	JERRY S SPORT CENTER, INC		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 - Repair -
warranty

Repair/Replacement Cost	Repair/Replacement Date
\$67.52	12/31/2010

11/30/10: Sending ARS, ltr, form. df 12/31/10: Per Ilion - Could not duplicate concern. Will replace TA to restore confidence in rifle. Clean & test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/15/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

5252

COPY

22"
RE 11/10
3#
.011

November 30, 2010

Daniel Owens
2200 Clays Mill Rd.
Halifax, VA 24558
Ph: 434-575-2565

Ref: # 5252

Dear Mr. Owens,

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

Serial Number:

G6893334

Model: 700



RE00214283

could not duplicate concern.
will replace TPA. to restore
confidence in rifle. CLEAN
& TEST FIRE. N/C

WARRANTY
RECEIVED
DEC 22 2010

Print

Reset

Model Number: <u>700 XHR 270</u>		Serial Number: <u>G6893334</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Daniel Owen</u>		Date of Purchase: <u>8-20-2010</u>	
Address (no PO Boxes): <u>2200 Clays Mill Rd</u>			
City: <u>Halifax</u>		State: <u>VA</u>	Zip: <u>24558</u>
Phone (Daytime): <u>434-575-2565</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: <input 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: 10px; min-height: 100px;"> Firearm discharged when safety was moved forward on 11-13-2010. Firearm was unloaded bolt cycled 3 times each time the safety was moved forward the firing pin snapped as if firing. Gun was take to place of purchase store owner experienced same problem. Was sent to Rem. repair but nothing done to solve problem. Do not think it is safe to use. </div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Core-Lokt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 g. bullet</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: _____
How often do you clean the bore? (Months or Number of rounds) <u>20 rounds</u>
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: <u>Rem oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>20 rounds</u>
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? > <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? <u>11-23-2010</u>
What were the services performed? <u>nothing done, could not duplicate problem</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.
<p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: 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:	11/30/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5252 rifle			

LABEL INFORMATION

MAIL LABEL TO: Daniel Owens 2200 Clays Mill Rd. Halifax, VA 24558 Ph: 434-575-2565
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 1, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067010321
REF 1: DANIEL OWENS/CD/DMF
REF 2: 5252 RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: 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 8.20 PUB+HANDLING 8.20







