

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5115

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214377	12/13/2010	11/17/2010	12/15/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mike	Harbin	482 Plouvier	Hodgenville	KY	42743		H 270-358-9992

## Incident Information

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

11/17/10: Customer called in. He stated that he saw the CNBC show & is worried that his rifle is not safe. He has never had an issue or incident. He has had gun about 30 yrs. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/243 WIN	n/a	A6848601	RV	11/28/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	DAVIS SON LOUISVILLE KYREPAIRS0		Y			

CONCERN:SAFETY CHECK

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 under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50.73	12/30/2010				

11/17/10: Sending ARS, ltr, form. df 12/30/10: Per Ilion - Could not duplicate concern. Replace TA, clean, test fire under BLM program. Anne Harper spoke w/cust. & he paid for repair. 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" 243 WIN
	Date Code		RV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5115

COPY

22"  
RV 11/79  
S.54  
011

November 16, 2010

Mike Harbin  
482 Plouvier  
Hodgenville, KY 42748  
Ph: 270-358-9992

Ref: # 5115

Dear Mr. Harbin,

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.

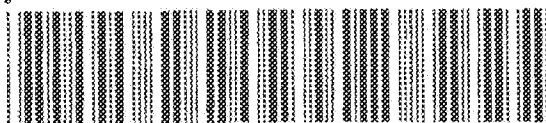
Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

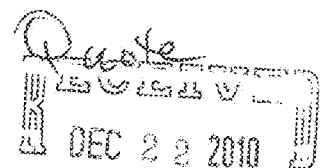
could not duplicate concern.  
replace TPA, clean & test fire  
under BLP loan \$20.00 + ship

NUMBER  
A6848601

Model: 700



RE00214377



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

PS 20444

Print

Reset

Model Number: 700 BDL		Serial Number: A6848601	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Michael Harbin		Date of Purchase: 1981	
Address (no PO Boxes): 482 PLOUVIER Rd.			
City: Hodgenville		State: KY	Zip: 42748
Phone (Daytime): 270-766-9218		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
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: Known issue with safety trigger / <del>reset</del> / going off when loading and unloading any Questions call 270- <del>766-9218</del> 358-9997			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: Ballistic Silvertip	
Other (i.e. bullet weight/type, shot size, powder): 95gr.			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: Rem OilHow often do you clean the bore? (Months or Number of rounds) every 15 roundsHow often do you clean the action? (Months or Number of rounds) every 15 roundsHow often do you clean the trigger assembly? (Months or Number of rounds) every 15 roundsBrand of lubricant used: Rem OilHow often do you lubricate the bore? (Months or Number of rounds) every 15 roundsHow often do you lubricate the action? (Months or Number of rounds) every 15 roundsHow often do you lubricate the trigger assembly? (Months or Number of rounds) every 15 roundsHave you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☐ YES ☒ NOWhen was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? no/never

What were the services performed?)

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.**

:: 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

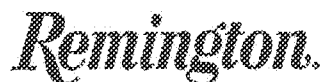
return address will be refused.

:: 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.



www.remington.com

Remington Arms Company, Inc.  
670 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 PACKAGE:	10 lbs
<del>RELEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5115 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Mike Harbin 482 Plouvier Hodgenville, KY 42748 Ph: 270-358-9992
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX598 NOV 17, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5989066845848  
REF 1: MIKE HARBIN/CD/DMF  
REF 2: 5115/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 8.74	PUB+HANDLING	8.74