

Remington Arms Co., Inc.
Product Service
Legal Case #:6347

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
240752	9/15/2011	7/13/2011	9/16/2011	7/12/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Allums	225 Doris Dr.	Universal City	TX	78148		H 210-566-7434

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1008	Fired on Bolt Closing		
C	FBC			

7/13/11: Customer called in. He stated he had a FBC at gun range on 7/12/11. He bought gun used. He stated he saw some things on the internet about the M/700 that has him concerned. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	G6351209	XX	1/27/2004 5:08:52 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		N			

CONCERN: FBC

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 - Replace TA @ n/c to restore confidence in rifle - goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
\$47.40	9/23/2011

7/13/11: Mailing ARS, letter, form. Box order# 1233736. df 9/23/11: Per Ilion - Could not duplicate concern. To restore confidence in rifle, will replace TA, clean & test fire @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/16/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		XX
	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 SAFETY
	Function	Like new; Functioning
	Sub-Assembly	ISS
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
	Tests	Test Fired
Feeding Test	False	False
Trigger	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	M/700 Non-Bolt Lock

22"
X 12/6
55#
.016

6347
July 13, 2011

Michael Allums
225 Doris Dr.
Universal City, TX 78148
Phone: 210-566-7434

Ref: # 6347, Model 700, Serial # G6351209

Dear Mr. Allums,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are 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,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

*could not duplicate concern.
To restore confidence in rifle
will replace TPA, clean & test
Rifle AT N/C, Good-will gesture*

Serial Number:

G6351209

Model: 700



RE00240752

269124
RECEIVED
SEP 20 2011

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

BY:.....

Michael Allums
225 Doris Dr.
Universal City, TX 78148
HP: 210-566-74-34
CP: 210-693-2040

6 Sept 2011

Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
870 Remington Drive
P. O. Box 700
Madison, NC 27025

Dear Ms Fulcher:

1. Please accept my apologies in taking this long to return my firearm to you. A family illness followed by my mild stroke has ruined our summer [medical documentation of my illness will be provided if the incident is questioned].
2. I have not seen the special on CNBC [or whatever network it was on] as I believe most of these types of stories on pure *garbage* that are meant to sensationalize an untrue incident, and are written by a reporter that is out for increased TV ratings for her/his network and a promotion and/or pay raise.
3. When you and I first spoke over the telephone, I was questioning you to try and get as much information as I could about this "possible problem?" of the weapon discharging when the bolt was closed.
4. IT HAPPENED WITH MY MODEL 700!
5. I'm sorry; and I do not want to upset or offend you. But, I do not care what you, Remington Arms, your gunsmiths, your production personnel, your quality assurance department, your legal department, your lawyers, your publicists or public relations personnel, or anyone else at Remington Arms says on this matter. MY WELL-MAINTAINED, CLEANED-ON-A-REGULAR-BASIS WITH REMINGTON PRODUCTS, REMINGTON MODEL 700 BOLT ACTION IN .270WIN, DISCHARGED WHEN THE BOLT WAS CLOSED ON A LOADED ROUND!
6. I was closely supervising my personal physician/friend's 14 year old son (who had never fired anything but a .22 caliber rifle) and was standing at his right shoulder, no more than 1 ½ feet to his rear and right, when he closed the bolt and the weapon discharged {and fortunately, the weapon was pointed downrange}. We had not fired more than 8-10 rounds that afternoon before the incident. His finger(s) was not even close to the trigger as his entire hand was enclosed

7. Now, to the GOOD PARTS of my letter:

a. I retired after years in the U. S. Air force where I worked on Meteorological Weather and Storm Detection Radar Equipment. After that, my son and I had a Spa/Hot Tub business where we manufactured spas/hot tubs. I have always maintained my own homes and vehicles. The point that I am leading up to is that I know that equipment, tools, vehicles, and that STUFF in general breaks, quits working, malfunctions, etc.

Have you every taken you car to the mechanic because it was making a funny sound and as soon as the mechanic started it, the funny sound went away?

It is the same with my rifle: It had never malfunctioned before; and I cannot get it to malfunction after the incident [on an empty chamber or a dummy round]

b. I have owned, used, and shot Remington Arms products for many, many years and have never experience any problems. I presently own two Remington Model 1100 Shotguns (12ga and 20ga) and three Remington long guns (a 4-digit S/N Model 700 in .243; a BDL Model 700 in 30-06; and this Model 700 in .270WIN).

As the bumper sticker here in Texas says, "S ___ HAPPENS!"

The weapon MISFIRED. Praise our Lord that no one was injured or killed; and no property was damaged!

c. I *know* that Remington Arms *will stand behind* their products; they also have and probably always will; , and if the situation warrants, Remington Arms will repair any weapon at no charge to the owner. [Plus, I have many friends who served in Viet Nam who owe their lives to the reliability of the Remington firearms and the accuracy of the Model 700 that was used as a sniper rifle.]

8. After this discharge incident, while cleaning this particular rifle, I did discover that the hammer would not fall when the trigger was pulled while performing the cleaning/lubricating procedures outlines in your cleaning instructions (that are in the owner's manual and online). I have attached photographs of the cleaning products that I use and the ammunition that I fire; plus I have indicted the paragraph of the cleaning/lubricating procedures where the hammer/trigger malfunction occurred.

9. Two final comments:

a. As I am a member of the NRA, plus I subscribe to GUNTEST magazine, I do not understand why I have not seen any printed article of the rebuttal video that Remington made (I viewed it on your website) as to the false allegations made by CNBC or in any other gun publications. One would think that with all the contributions that Remington Arms has made towards protecting our 2nd Amendment, promoting firearms safety, protecting of our hunting rights, protecting the firearms industry, etc. that someone wouldn't have your back!

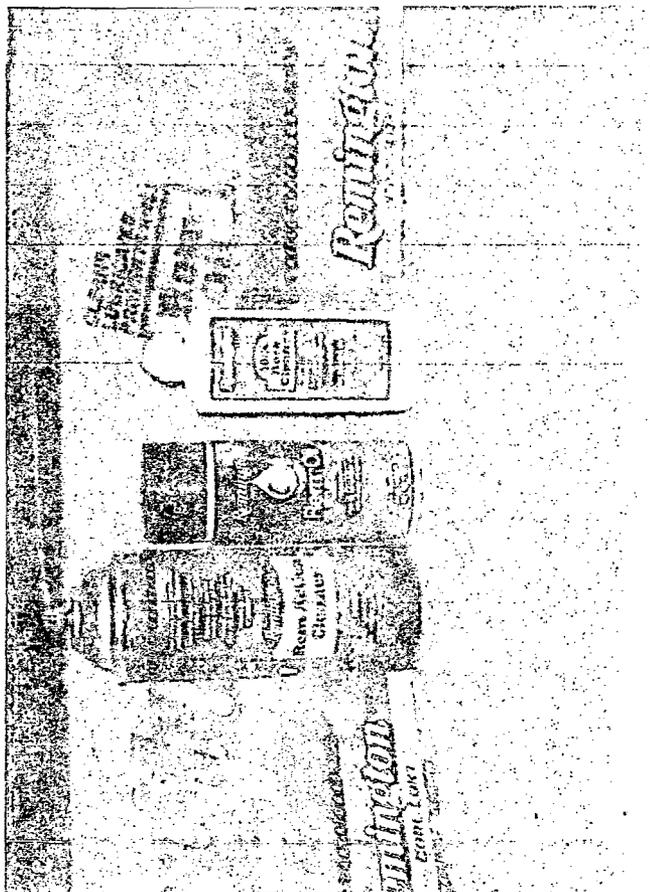
b. This letter is now your property: if possible, please use it only in a positive light to overcome any bias or damage that was created by the unjust treatment that Remington Arms has received by the national news media that tends to support Obama and his Socialist agenda.

10. Should any Remington Arms representative need to contact me, please do not hesitate to do so.



MICHAEL ALLUMS
Senior Master Sergeant/E8
U. S. Air Force Retired

Attchs:
1 photo
1 cleaning instruction



Developed and proven by Remington, it's the bore cleaner of choice for environmentally-conscious shooting enthusiasts. It removes fouling and rust from all firearms without the use of harmful solvents. Remington 40-X™ Bore Cleaner is a unique non-solvent cleaner that mechanically lifts out all fouling and rust. It is easy to use and free of strong offensive odor.

Remington 40-X™ Bore Cleaner works even better when used with Rem® Oil. Together, they set a new standard of cleaning and lubricating performance. They are the only cleaner and lubricant proven and recommended by Remington.

Regular cleaning and lubrication will extend the bore life of your firearm.

Here's what you need:

- A bottle of Remington 40-X™ Bore Cleaner.
- A bottle or aerosol can of Rem® Oil.
- A 1 or 3 piece cleaning rod.
- A phosphor-bronze bore brush in the correct caliber or gauge.
- Clean, SNUG FITTING, 100% cotton patches.

INVERT AND SHAKE UNTIL BALL RATTLES FREELY.

DANGER! HARMFUL OR FATAL IF SWALLOWED. COMBUSTIBLE. Contains petroleum distillate. Keep away from heat and flame. Do not breath vapors. Use only with adequate fresh air ventilation. Avoid skin and eye contact. Close container after use. Do not use on cookware. **FIRST AID:** Do not induce vomiting. If swallowed, call physician. **NOTICE:** Repeated and prolonged overexposure to solvents has been associated with brain and nervous system damage. Intentional misuse by ingestion or inhaling contents may be harmful or fatal.

KEEP OUT OF REACH OF CHILDREN.

All brand and product names are trademarks or registered trademarks of their respective companies.



Made in Canada

Distributed by Remington Arms Co., Inc.
Madison, NC 27025-0700

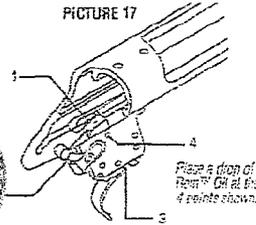
The failed to re-
the hammer.

11. Again thoroughly spray inside the trigger assembly at the four points specified in Picture 17 with Rem™ Action Cleaner. Air dry or use compressed air to thoroughly dry the trigger assembly.

12. Place a drop of Rem™ Oil in each of the four points in the trigger assembly specified in Picture 17.

13. Place the safety in the fire "F" position. Pull the trigger rearward and release multiple times. Ensure the trigger returns completely to the forward position each time. If the trigger does not completely return, reassemble the rifle and return it to a Remington® Authorized Service Center.

PICTURE 17



14. If the trigger completely returns as specified in operation 13, pull and hold the trigger rearward and using a small punch or screwdriver depress the sear and release multiple times. The sear must return to the full upward position without hesitation. If the sear does not freely return, reassemble the rifle and return it to a Remington Authorized Service Center.

15. If the sear freely returns to the full upward position as specified in operation 14, release the trigger and operate the safety from the fire "F" to the safe "S" position multiple times. The safety must operate freely. The safety detent spring must position the safety in the full safe "S" or fire "F" position. The safety should not remain in a position anywhere between the full safe "S" or fire "F" position. If the safety does not freely return to the full safe "S" or fire "F" position, repeat operations 7 thru 15. If the safety does not freely return to the safe "S" or fire "F" position after repeating operations 7 thru 15, return the firearm to a Remington Authorized Service Center for an inspection of the safety and trigger assembly.

16. Place the safety in the safe "S" position and lightly spray Rem™ Oil on all the external surfaces of the trigger assembly and receiver. Wipe off excess oil.

TO ASSEMBLE MODELS WITHOUT A FLOOR PLATE:

1. Put the magazine follower and the spring into the magazine.
2. Put the stock over the receiver and trigger assembly.
3. Replace and tighten the trigger guard (stock) screws. For the Model 710™ the user must adhere to the following torque specifications: Front screw - 55 to 60 inch pounds, Middle screw - 40 to 45 inch pounds and Rear screw - 15 to 20 inch pounds of torque.

4. Replace the bolt assembly. See instructions on pages 8 and 9.

TO ASSEMBLE MODELS WITH A FLOOR PLATE ONLY:

Put the magazine all the way into the bottom of the receiver.

MODELS WITH FLOOR PLATE OR DETACHABLE MAGAZINE:

1. Assemble the trigger guard assembly on the stock (Model 700™ only).
2. Put the stock over the receiver and trigger assembly.
3. Replace and tighten the trigger guard (stock) screws. For the Model 710 the user must adhere to the following torque specifications: Front screw - 55 to 60 inch pounds, Middle screw - 40 to 45 inch pounds and Rear screw - 15 to 20 inch pounds of torque.
4. Close the floor plate or replace detachable magazine.
5. Replace the bolt assembly. See Instructions on pages 8 and 9.

The top of the receiver has holes for the installation of telescopic sights.

Lubrication and Maintenance



When the firearm is to be stored, it should be carefully cleaned and thoroughly oiled. Outside surfaces should be wiped with a light coat of Rem™ Oil occasionally. When firearm is to be reused, all excess lubrication must be removed. The chamber and bore must be thoroughly wiped dry.

NOTE: Remington® Rem™ Oil is available from your local dealer. If your dealer is out of stock, ask him to order Rem™ Oil from his Remington distributor.

To Clean the Barrel

WARNING: Do not clean the chamber and magazine with live ammunition cartridges in the region.

1. Use the equipment provided in a good cleaning kit. For recommendations, see your REMINGTON AUTHORIZED GUNSMITH.
2. Remove the bolt assembly. See instructions on page 9.
3. Select the correct caliber cleaning brush and attach the brush to the cleaning rod.
4. Put the cleaning brush into the gun cleaning solvent.

NOTE: Barrel should lay horizontally with the ejection port facing down during cleaning. Always clean the barrel from the chamber end to the muzzle.

5. Push the cleaning brush through the barrel several times.
6. Remove brush from rod, attach tip with patch, and push through the bore.
7. Repeat several times, using a new cleaning patch each time, until the patch is not dirty.
8. Push a clean patch saturated with Rem™ Oil through the barrel.
9. Push a clean dry patch through the barrel to remove excess lubricant.
10. Apply a thin coat of Rem™ Oil to the outside of the barrel with a soft clean cloth.
11. After cleaning the barrel, clean the receiver and the trigger assembly.

WARNING: This section should be checked periodically by the Remington Arms Company, Inc. or a REMINGTON-REM WEAPONS DEALER. The dealer should check the condition of the barrel and the condition of your equipment.

To Clean the Receiver and Trigger Assembly

1. Put the safety mechanism in the 'S' position.
2. Remove the bolt assembly. See instructions on page 9.
3. Turn the rifle upside down.
4. Remove the stock screws. See Picture 16.
5. Lift the stock away from the receiver and trigger assembly.

MODELS WITHOUT A FLOOR PLATE ONLY:

Remove the magazine spring and follower from the receiver.

NOTE: Clean and lubricate the receiver and trigger assembly as a unit. Do not remove the trigger assembly from the receiver.

6. Thoroughly spray the receiver inside and out with Rem™ Action Cleaner and allow to dry.
7. Thoroughly spray inside the trigger assembly at the four points specified in Picture 17 with Rem Action Cleaner.
8. Place the safety in the fire "F" position. Pull the trigger rearward and release multiple times.
9. Pull and hold the trigger rearward. Then using a small punch or screwdriver depress the sear (Lubrication Point 1 in Picture 17 on page 13) and release multiple times.
10. Release the trigger and operate the safety from the fire "F" to the safe "S" position multiple times.

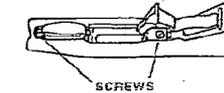


PICTURE 16

MODEL 700™

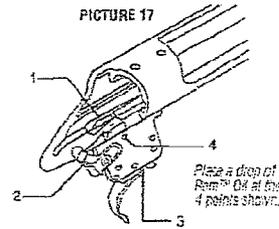


MODEL 700™



11. Again thoroughly spray inside the trigger assembly at the four points specified in Picture 17 with Rem™ Action Cleaner. Air dry or use compressed air to thoroughly dry the trigger assembly.
12. Place a drop of Rem™ Oil in each of the four points in the trigger assembly specified in Picture 17.
13. Place the safety in the fire "F" position. Pull the trigger rearward and release multiple times. Ensure the trigger returns completely to the forward position each time. **If the trigger does not completely return, reassemble the rifle and return it to a Remington® Authorized Service Center.**

PICTURE 17



- WARNING** If the trigger does not fully return to the forward position each time it is released, the gun **IS NOT** in a safe operating condition and it must NOT be used. Only a gunsmith inspected by a Remington Authorized Service Center should attempt to repair the trigger assembly.
14. If the trigger completely returns as specified in operation 13, pull and hold the trigger rearward and using a small punch or screwdriver depress the sear and release multiple times. The sear must return to the full upward position without hesitation. **If the sear does not freely return, reassemble the rifle and return it to a Remington Authorized Service Center.**

WARNING If the sear does not return to the full upward position without hesitation, the gun **IS NOT** in a safe operating condition and it must NOT be used. Only a gunsmith inspected by a Remington Authorized Service Center should attempt to repair the sear assembly.

 15. If the sear freely returns to the full upward position as specified in operation 14, release the trigger and operate the safety from the fire "F" to the safe "S" position multiple times. The safety must operate freely. The safety detent spring must position the safety in the full safe "S" or fire "F" position. The safety should not remain in a position anywhere between the full safe "S" or fire "F" position. If the safety does not freely return to the full safe "S" or fire "F" position, repeat operations 7 thru 15. **If the safety does not freely return to the safe "S" or fire "F" position after repeating operations 7 thru 15, return the firearm to a Remington Authorized Service Center for an inspection of the safety and trigger assembly.**
 16. Place the safety in the safe "S" position and lightly spray Rem™ Oil on all the external surfaces of the trigger assembly and receiver. Wipe off excess oil.

TO ASSEMBLE MODELS WITHOUT A FLOOR PLATE:

1. Put the magazine follower and the spring into the magazine.
 2. Put the stock over the receiver and trigger assembly.
 3. Replace and tighten the trigger guard (stock) screws. For the Model 710™ the user must adhere to the following torque specifications: Front screw - 55 to 60 inch pounds, Middle screw - 40 to 45 inch pounds and Rear screw - 15 to 20 inch pounds of torque.
- WARNING** Before you reassemble the bolt assembly, make sure the barrel is free from obstructions.
4. Replace the bolt assembly. See instructions on pages 8 and 9.

TO ASSEMBLE MODELS WITH A FLOOR PLATE ONLY:

Put the magazine all the way into the bottom of the receiver.

MODELS WITH FLOOR PLATE OR DETACHABLE MAGAZINE:

1. Assemble the trigger guard assembly on the stock (Model 700™ only).
 2. Put the stock over the receiver and trigger assembly.
 3. Replace and tighten the trigger guard (stock) screws. For the Model 710 the user must adhere to the following torque specifications: Front screw - 55 to 60 inch pounds, Middle screw - 40 to 45 inch pounds and Rear screw - 15 to 20 inch pounds of torque.
 4. Close the floor plate or replace detachable magazine.
- WARNING** Before you replace the bolt assembly, make sure the barrel is free of obstructions.
5. Replace the bolt assembly. See instructions on pages 8 and 9.

WARNING After cleaning the trigger assembly, check the magazine and magazine to make sure there are no cartridges in the Remmag. Put the safety mechanism in the fire position. Close the bolt assembly. The firing pin must remain cocked. To check, pull the trigger. The firing pin must not drop to the fire position. If the firing pin does not remain cocked when the bolt is closed, return the rifle to the factory or a REMINGTON AUTHORIZED SERVICE CENTER.

Cleaning Frequency

1. Before and after long term storage.
2. When the rifle has been subjected to adverse conditions such as shooting in the rain, snow, steel or saltwater areas.
3. When the rifle is exposed to dirty conditions such as lying on the ground outdoors, being dropped in mud, etc.

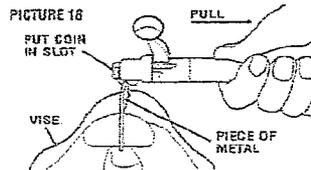
NOTE: While the Model 700™ and Model Seven™ Stainless Synthetic Rifle have been designed and manufactured to provide improved corrosion protection, only proper care will keep your firearm in good operating condition and maintain its appearance. After extensive use, the protective coating on plated parts may be worn sufficiently to reduce corrosion protection. Such worn parts should be replaced to assure the integrity of the corrosion protection.

WARNING: After each use, follow the instructions and maintenance information in this manual. Even if the firearm is immersed in water, it must be thoroughly cleaned and lubricated as soon as possible. In case of salt-water immersion, first flush all parts with fresh water, then dry, clean and lubricate the firearm. If the firearm does not function properly, have it corrected by a **REPUTABLE REPAIRMAN** BEFORE USE. Failure to follow this warning may result in firearm malfunction and could cause other persons personal injuries or death.

Instructions for Cleaning the Bolt Assembly

TO DISASSEMBLE THE BOLT ASSEMBLY:

1. Remove the bolt assembly from the firearm. See instructions on page 9.
2. *For Models 700 and Seven:* Put the notch on the firing pin head over a metal edge. Pull the bolt assembly away from the firing pin. Put a coin into the slot near the back edge of the firing pin head. See Picture 18.
For Model 710™: Rotate bolt plug clockwise 1/8th of a turn and remove the firing pin/bolt plug assembly.
Note: When the firing pin is removed from the bolt assembly, the bolt head pin can be removed and the bolt head and bolt body can be separated. Skip step 3 and go directly to step 4 and 5.
3. Hold the bolt assembly and turn the bolt plug counter-clockwise until the firing pin assembly can be removed from the bolt assembly.
CAUTION: Clean the firing pin assembly as in 1.
4. Clean all parts with gun cleaning solvent. Dry with a clean cloth.
5. Apply a thin coat of Rem® Oil.



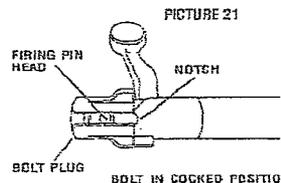
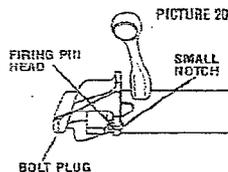
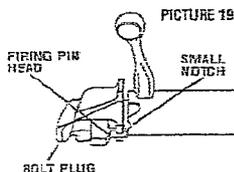
TO ASSEMBLE:

1. *For Models 700 and Seven:* Put the firing pin assembly into the rear of the bolt assembly.
For Model 710: Assemble the bolt head to the bolt body and insert the bolt head pin. If assembled correctly, the bolt handle will be 180 degrees from the ejector, as viewed from the front.
2. *For Models 700 and Seven:* Tighten the bolt plug into the bolt assembly with your hand.
For Models 710: Put the firing pin assembly into the rear of the bolt assembly, aligning the firing pin head to the right of the small notch in the bolt body. See Picture 19.
3. *For Models 700 and Seven:* Pull the coin from the slot in the firing pin head.
For Model 710: Press the bolt plug into the bolt body and rotate counter-clockwise until the firing pin head engages the small notch in the bolt body. See Picture 20.
4. *For Models 700 and Seven:* Turn the bolt plug until the firing pin head goes into the small notch on the rear rim of the bolt. The bolt is now cocked. See Picture 21.

NOTE: *For Models 700 and Seven:* The bolt must be cocked to be assembled into the rifle.

For Model 710: If bolt assembly does not align with receiver, disassemble the bolt assembly, rotate the bolt head 180 degrees and reassemble.

5. *For Models 700 and Seven:* Assemble the bolt assembly into the rifle. See instructions on pages 8 and 9.



Model Number: <u>700</u>		Serial Number: <u>G6351Z09</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>MICHAEL ALLUMS</u>		Date of Purchase: <u>UNKNOWN</u>	
Address (no PO Boxes): <u>225 DORIS DR.</u>			
City: <u>UNIVERSAL CITY</u>		State: <u>TX</u>	Zip: <u>78149</u>
Phone (Daytime): <u>210-566-7434</u>		Fax: <u>N/A</u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>mallums_satr@msa.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: <div style="border: 1px solid black; padding: 5px;"> <p>July 2011, while chambering a round, the rifle discharged. I was closely supervising my doctor's 14 yr. old son & his finger was not on or close to the trigger.</p> <p><i>* Ammo used when incident happened</i></p> </div> 500 characters left			
Ammunition Information:			
* Manufacturer: <u>Remington</u>		Type: <u>PSP 270WIN</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130 gr R270W2</u>			
<u>Remington 150 gr R270W4 SP</u>			
Handload Information:			
Powder Used: <u>N/A</u>		Powder Weight: <u>N/A</u>	
Case/Hull Used: <u>N/A</u>		Primer Used: <u>N/A</u>	
Bullet Type/Shot Size: <u>N/A</u>		Reloader Used: <u>N/A</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Rem 40-X Bore Cleaner</u>
How often do you clean the bore? (Months or Number of rounds) <u>approx 25-30 rds</u>
How often do you clean the action? (Months or Number of rounds) <u>approx 25-30 rds</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>approx 25-30 rds</u>
Brand of lubricant used: <u>Remington Rem. Oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>approx 25-30 rds</u>
How often do you lubricate the action? (Months or Number of rounds) <u>approx 25-30 rds</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>approx 25-30 rds</u>
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>Never Since I've owned it.</u>
What were the services performed? <u>NA</u>
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>
<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. :: 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.

Remington Arms Company, Inc.
Visit our safety center at www.remington.com

Delivery Note: 82439581

Page: 1 of 1
Date: 07/15/2011
Time: 13:41:00

SHIP-TO: 2

ALLUMS, MICHAEL
225 DORIS DR.
UNIVERSAL CITY TX 78148
CPO #: 78148ALLUMS, MICHAEL

Sold to: ALLUMS, MICHAEL
Customer #: CCTX
Remington Order #: 1233736
Shipping Point/Plant: ARM1/ARM
CSR: CONSUMER 1-800-243-9700
Email: info@remington.com
Cancellation date:
Route: ARMGEN
Requested Delivery Date: 07/15/2011
Expected Post Good Issue Date: 07/15/2011
Freight Terms: *** PPA ***

Packed by:
Paul

Qty/Unit	Material Number	Cases	Brcks	Boxes	Each	Material Description	Weight	S
1 EA	F1687				1	CENTERFIRE CARTON - BROWN 26" BBL	1.380	0
Bin:		Price:		0.00	CPN:	UPC:		
Totals:					Price (Excl S&H):	0.00	1.380	

Carrier Instructions:

Warehouse Instructions:

Customer Text:

Expect any backordered parts to ship within 30 days. 15% restocking fee on returned parts.
Questions concerning your order should be directed to 1-800-243-9700. Monday-Friday 9:00 AM - 5:00 PM
Please have order# available to expedite processing.

Remington®

July 13, 2011

Michael Allums
225 Doris Dr.
Universal City, TX 78148
Phone: 210-566-7434

Ref: # 6347, Model 700, Serial # G6351209

Dear Mr. Allums,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are 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,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	7/14/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6347 rifle			

LABEL INFORMATION

MAIL LABEL TO: Michael Allums 225 Doris Dr. Universal City, TX 78148 Phone: 210-566-7434
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JUL 14, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969067728299
REF 1:MICHAEL ALLUMS/CD/DMF
REF 2:REF#6347/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 11.64 PUB+HANDLING 11.64



