

Remington Arms Co., Inc.
Product Service
Legal Case #:6796

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 247410 | 11/18/2011 | 11/4/2011 | 12/15/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------------|--------|-------|-------|-----|---|
| Incident | | Marc | Carlin | 2821 Elkton Farm Rd | Forest | VA | 24551 | | H 757-619-4041 E fairwinds@hotmail.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|-------------------------------|--|-------------------|----------------|
| PI | | | | |
| PD | shot hole in roof few yrs ago | Cause:4038 Could Not Duplicate Concern | | Unknown |
| S | | Concern:1020 Fired on Bolt Opening | | |
| C | | | | |

11/4/11 Per call from Carlin, a few years ago when he was unloading his rifle inside his house, he put the gun on fire (has bolt lock) and when he pulled up on the bolt handle it fired. He is not the original owner.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|----------------------------|---------------------|----------------|----------|------|----------|
| Remington | CF/BA | 700/30-06 SPRG | n/a | A6271702 | AI | 3/4/1976 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | JERRYS SPT CTR MONTDALE PA | FRT HALF SCOPE BASE | N | | | |

CONCERN:FBO

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 TPA, clean, test fire under BLSM program price | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | 45.40 | 12/15/2011 | | | | |

11/4/11 Emailing ARS, ltr, SR.cm 12/5/11 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Replace TPA, clean, test fire under BLSM program price.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/21/2011 |
| | Product Type | | RF |
| | Action Type | | A |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6796&Type=Case>

12/15/2011

| | | | |
|--------------------------|------------------------|-----------------------------|------------------------|
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 3006 SPRG |
| | Date Code | | AI |
| | 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 | |
| | Stop | Slightly Worn; Functioning | SLUGGISH |
| 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--- | .007 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY,RUSTY |
| | Pull | ---Select--- | 6.5# |
| | Altered | False | |
| | Sub-Assembly | M/700 Bolt Lock | |
| Non-Remington Components | Description | | FRT HALF SCOPE BASE |

6796

X

22"
AI 3h
6.5#
007

NOTE: Please complete and print this form, and then include it with your firearm.

| | | | |
|--|--|-------------------------|------------|
| Model Number: 700 | | Serial Number: A6271702 | |
| Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: Marc Carlin | | Date of Purchase: 2003 | |
| Address (no PO Boxes): 2821 Elkton Farm Rd. | | | |
| City: Forest | | State: VA | Zip: 24551 |
| Phone (Daytime): 757-619-4041 | | Fax: | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) fairwinds@hotmail.com | | | |
| 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: Just after purchasing rifle I lifted bolt to unload and the rifle discharged | | | |
| could not duplicate concern. T.A. dirty & rusty. Replaced TPA, cleaned rest fine under dis Ren \$20.00. + ship | | | |
| Quote | | | |
| Manufacturer: | | Type: | |
| Other (i.e. bullet weight/type, shot size, powder): | | | |
| Handload Information: | | | |
| Powder Used: | | Powder Weight: | |
| Case/Hull Used: | | Primer Used: | |
| Bullet Type/Shot Size: | | Reloader Used: | |

Serial Number:

A6271702

Model: 700



RE00247410

REDACTED

exp. 11/15

Marc J. Carlin

RECEIVED
NOV 29 2011

BY:

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service # 6796

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number **Serial Number / Description**

SR00002865

A6271702

Model 700

Date of Request: 11/04/2011

Date Printed: 11/04/2011

Customer:

MARC CARLIN
2821 ELKTON FARM RD
FOREST, VA 24551 US

Destination:

Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: fairwinds@hotmail.com

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Has bolt lock, fired when opening bolt to unload. Bolt lock safety Mod Program.

Parts And Service Details

| Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount |
|----------|------|-------------|------------|----------|-------|------|--------|
|----------|------|-------------|------------|----------|-------|------|--------|

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00002865
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service # 6796



ARS LABEL REQUEST FORM

| | | | |
|---------------|------------|---------------------|--------------------------------|
| DATE: | 11/04/2011 | Service Request # | SR00002865 |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 LBS |
| REQUESTED BY: | mitchelics | email address: | Christy.Mitchell@remington.com |

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

MARC CARLIN
2821 ELKTON FARM RD
FOREST, VA 24551 US
SR00002865
Email: fairwinds@hotmail.com

RETURN ITEM TO:

ILN
Arms Services



4XX596 NOV 4, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067153338
REF 1:SR00002865
REF 2:CD

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.54 PUB+HANDLING 9.54

ATTN: Product Service # 6796

A6271702
780
REF00247410





