

Remington Arms Co., Inc.
Product Service
Legal Case #:6913

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 249265 | 12/6/2011 | 11/28/2011 | 1/3/2012 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-----------------|--------|-------|-------|-----|--|
| Incident | | Charlie | Cuevas | 934 Mackall Ave | McLean | VA | 22101 | | C 571-259-9366 E charliephs@yahoo.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|-------|-------------|-------------------|----------------|
| PI | | | | |

PI

PD shot hole in truck passenger window

Cause:4038 Could Not Duplicate Concern
Concern:1007 Fired on Safe Release

Unknown

S

C

11/28/11 Per call from Charlie, he was out hunting with the rifle opening of season and that evening when he was done, he went to his truck to unload the rifle and it fired when he released the safety. It shot a hole through the passenger window of his Ford F250. He has had it fixed and it cost about \$200. He bought the rifle from a friend and it was the friend's fathers rifle originally.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-------------------------------|-------------------|----------------|---------|------|-----------|
| Remington | CF/BA | 700/30-06 SPRG | n/a | 6891702 | WZ | 8/13/1975 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | WESTERN WHLSE SPTG DENVER COL | RECOIL PAD SLEEVE | N | | | |

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 |
|---|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Replace TPA, clean, test at no charge as gesture of goodwill. | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | 114.90 | 1/3/2012 | | | | |

11/28/11 Emailing ARS and ltr.cm 12/20/11 Left voice message that we can replace TPA, clean, test no charge as goodwill. No fault found, could not duplicate.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|---------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 12/7/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 3006 SPRG |
| | Date Code | | WZ |
| | 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 BOLT LOCK SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .009 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 5# |
| | Altered | False | |
| | Sub-Assembly | M/700 Bolt Lock | |

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Repair Table Maintenance Location

frmREInquiry - Repair Inquiry

Repair Number: **RE00249265** Serial: 6891702 700 Produced: 08/13/1975 SKU: 20000 Repairman: Status: New 11/28/2011 11:49:01 AM

ADDRESS INFORMATION

| Customer | | Received from | Return To | | Received from |
|------------|-----------------|---------------|-----------------|----------|---------------|
| Name: | CHARLIE CUEVAS | | CHARLIE CUEVAS | | |
| Address 1: | 934 MACKALL AVE | | 934 MACKALL AVE | | |
| Address 2: | | PO Box: | | PO Box: | |
| City: | MCLEAN | | MCLEAN | | |
| State: | VA | Zip Code: | 22101 | Country: | US |

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

Problems Reported

| Code | Desc |
|------|--------------------------|
| M123 | FORWARD TO PRODUCT SE... |

Problems Found

Repair Notes

Repairman's Comments

CSR Comments

Fired when releasing safety.cm

RECEIVED
DEC 13 2

Refresh

Close

6891702

Model: 700



RE00249265

2276
W28/75
SH
009

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service # 6913

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.**

[illegible]

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# SR00004812
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service # 6913



ARS LABEL REQUEST FORM

| | | | |
|---------------|------------|---------------------|--------------------------------|
| DATE: | 11/28/2011 | Service Request # | SR00004812 |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 LBS |
| REQUESTED BY: | mitchelcs | email address: | Christy.Mitchell@remington.com |

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

CHARLIE CUEVAS
934 MACKALL AVE
MCLEAN, VA 22101 US
SR00004812

Email: charliephs@yahoo.com

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 28, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065247231
REF 1:SR00004812
REF 2:

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

ATTN: Product Service # 6913





