

Remington Arms Co., Inc.
Product Service
Legal Case #:8355

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 295454 | 1/8/2013 | 12/13/2012 | 1/9/2013 | 12/7/2012 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-----------------------------|-------------|-------|-------|-----|---|
| Incident | | Robert | Steiner | 131 TOLOGO RD PO BOX 207 | COOPERSTOWN | PA | 16317 | | H 814-374-4759 E linstein@galacticis.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4006 Altered Adjustments or Components | | Unknown | |
| S FSR | Concern:1007 Fired on Safe Release | | | |
| C | | | | |

12/11/12: Linda called for her husband Robert. She stated that Robert had a FSR w/rifle on 12/7/12. No injury. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl | DOM |
|----------------|---------------------------|----------------|----------------|----------|-----|----------|
| Remington | CF/BA | 700/3006 SPRG | n/a | B6559986 | KA | 5/1/2006 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | K MART ENTER CORSICANA TX | TWO PIECE BASE | Y | | | |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|--|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Quote to repair @ 1/2 normal cost | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |

12/13/12: Emailed letter, forms & ARS to customer. Box order# 1418005. df 1/10/13: Per Ilion - TA set screws altered & trigger not returning properly. Can offer to replace TA, clean & test at 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------------|------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/9/2013 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | J.BALIO |
| Cause | 4006 | Altered Adjustments or Components | |
| Barrel | Description | | 22" 3006 SPRG SS |
| | Date Code | | KA |
| | 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; Not Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD SAFETY |
| | Function | Like new; Functioning | |
| Sear | Lift | ---Select--- | .009 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | TRIG NOT RETURNING WILL FOLLOW DOWN |
| | Pull | ---Select--- | 2# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE BASE |

Remington®

22"
KAS/06
2#
009

December 13, 2012

8355

Robert Steiner
131 Tologo Rd.
PO Box 207
Cooperstown, PA 16317
Phone: 814-374-4759
Email: linstein@galacticis.com

Ref # 8355, Model 700, Serial # B6559986

You will receive a prepaid UPS shipping label to cover shipment of the firearm to our factory for examination in a separate email. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request 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: 336-548-8686
Fax: 336-548-7883

RECEIVED
JAN 10 2013

BY:

Serial
Number:

B6559986

Model: 700



RE00295454

T.A. set screws altered & Trig.
not set properly. can no longer
to cup TPA. clamp & test at
1/2 normal cost.

Q

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

Remington Service
PO Box 700

PO Box 700

Abstract

ATTN: Product Service

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

PS 29273



LINDA LOU
STEINER

ROBERT LYNN
STEINER

P.O. Box 207
Cooperstown, PA 16317
Phone (814) 374-4759
linstein@galacticis.com

Freelance writing,
editing, photography,
illustration, seminars.
Traditional and adventure
outdoor sports.



January 1, 2013

Arms Services
SR# SR00038450
14 Hoefer Ave.
Ilion, NY 13357
Attn: Product Service

Dear Remington Service:

Please find enclosed a copy of the letter from Dell Fulcher, Consumer Affairs Administrator of Remington Arms Co. that references the Model 700 Mountain Rifle in .30-06 caliber (Ref. 8355, Model 700, Serial #B6559986).

Also please find enclosed the service request form. As I told Dell, my husband, Bob, was sitting with the rifle on his lap during deer season and moved the safety forward to test it. The rifle fired. He is sure his fingers were not touching the trigger and were outside of the trigger guard.

As you can imagine, we need to have this problem fixed.

We are professional outdoor writers and we were fortunate to win the rifle in at a Pennsylvania Outdoor Writers Association conference in, I believe, 2005 or early 2006. We received the rifle directly from Remington.

If you have any questions, feel free to call us.

Sincerely,

Linda Steiner
Linda Steiner

Cc: Dell Fulcher, Remington Arms Co.

Remington®

December 13, 2012

Robert Steiner
131 Tologo Rd.
PO Box 207
Cooperstown, PA 16317
Phone: 814-374-4759
Email: linstein@galacticis.com

Ref # 8355, Model 700, Serial # B6559986

You will receive a prepaid UPS shipping label to cover shipment of the firearm to our factory for examination in a separate email. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request 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: 336-548-8686
Fax: 336-548-7883

enclosure

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

PS 29275

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# SR00038450
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: linstein@galacticis.com
Sent: Thursday, December 13, 2012 9:02 AM
Subject: Relayed: Message relayed (linstein@galacticis.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server.

linstein@galacticis.com

Subject:

ARS LABEL REQUEST FORM

| | |
|---|-------------------------------------|
| DATE: 12/13/2012 | Service Request # SR00038450 |
| QUANTITY: 1 | WEIGHT PER PACKAGE: 10 LBS |
| REQUESTED BY: fulcherdm email address: | |

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

LABEL INFORMATION

| | |
|------------------------|--|
| MAIL LABEL TO: | ROBERT STEINER 131 TOLOGO RD. PO Box 207 COOPERSTOWN, PA 16317 US SR00038450 Email: linstein@galacticis.com |
| RETURN ITEM TO: | ILN Arms Services |

4XX598 DEC 13, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM EL WT 10.0 LBS
 TRACKING# 1Z4XX5988065007222 ALL CURRENCY USD
 REF 1:SR00038450
 REF 2:

 HC 0.00 CNS 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 1.00
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 9.22 PUB+HANDLING 9.22

Stale-
 did not
 get

| |
|------------------------------|
| ATTN: Product Service |
|------------------------------|







