

Remington Arms Co., Inc.
Product Service
Legal Case #:7798

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 276013 | 7/26/2012 | 7/16/2012 | 7/27/2012 | 7/19/2012 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------|------------|-------|-------|-----|--|
| Incident | | Arthur | Wiegand | 2042 Huber Dr. | Quakertown | PA | 18951 | | C 215-932-4803 E tugman1954@yahoo.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 | | | | |

7/19/12: Customer called in. He bought gun used & experienced a FSR on 7/16. No damage, No injury. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------------------|----------------------|----------------|---------|------|----------|
| Remington | CF/BA | 700/3006 SPRG | n/a | 6516435 | BW | 1/1/1972 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| 6/10/2012 | JERRYS SPORT SHP OLYPHANT PA | SEE THRU SCOPE RINGS | N | | | |

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 under BLM | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$29 | | | | | |

7/19/12: Sending box, ARS, and forms from Madison office. df 8/7/12: Per Ilion - TA dirty & set screws altered. Replace TA, clean & test fire under BLM - quote. Customer apprvd quote & pd for repair. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------------|------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 7/27/2012 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4006 | Altered Adjustments or Components | POOR MAINTENENCE |
| Barrel | Description | | 22" 3006 SPRG |
| | Date Code | | BW |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |

7

| | | | |
|--------------------------|--------------------|--------------------------------|------------------------------|
| 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 | | M/700 BOLT LOCK SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | —Select— | .006 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | DIRTY,RUSTY WILL FOLLOW DOWN |
| | Pull | —Select— | 4# |
| | Altered | True | PULL SCREW ALTERED |
| | Sub-Assembly | M/700 Bolt Lock | |
| Non-Remington Components | Description | | SEE THRU SCOPE RINGS |

Remington®

7798

July 19, 2012

22"
3 w/ 1-72
4#
.006

Arthur Wiegand
2042 Huber Dr.
Quakertown, PA 18951
Phone: 215-932-4803

Ref: # 7798, Model 700, Serial # 6516435

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility for examination and service request.

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 will contact you once I get the report.

I hope 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

Number:

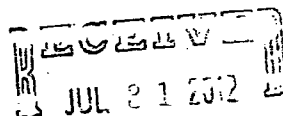
6516435

Model: 700



RE00276013

T. A. dirty + set screws altered.
replace TPA, clean test under BLP
for 750. +



Q

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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 SR00024615 | Serial Number / Description 6516435 Model 700 Center Fire Caliber: 3006 | Date of Request: 07/19/2012 Date Printed: 07/19/2012 |
| Customer: ARTHUR WIEGAND 2042 HUBER DR. QUAKERTOWN, PA 18951 US | Destination: Arms Services 14 Hoeffer Ave Ilion, NY 13357 US | |
| Email: | 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

Product Service # 7798

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

| | | | |
|---|--|------------------------------------|------------|
| Model Number: 700 | | Serial Number: 6516433 | |
| Name: Arthur Wieland | | Date of Purchase: June 10, 2012 | |
| Address (no PO Boxes): 2042 Huber Drive | | | |
| City: Quakertown | | State: PA | Zip: 18951 |
| Phone (Daytime): 215 932 4803 | | Fax: | |
| E-mail Address: Tugman 1954@Yahoo.com | | | |
| Please describe your problem: The Gun FIRED while TAKING the SAFETY OFF | | | |
| 500 characters left | | | |
| NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. | | | |
| <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. | | | |
| :: 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. | | | |
| :: 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. | | | |
| Print | | Reset | |

ARS LABEL REQUEST FORM

| | | | |
|----------------------|------------|----------------------------|-------------------|
| DATE: | 07/19/2012 | Service Request # | SR00024615 |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 LBS |
| REQUESTED BY: | fulcherdm | email address: | I WILL MAIL LABEL |

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

LABEL INFORMATION

| | |
|------------------------|---|
| MAIL LABEL TO: | ARTHUR WIEGAND 2042 HUBER DR. QUAKERTOWN, PA 18951 US SR00024615 Email: |
| RETURN ITEM TO: | ILN Arms Services |



1 OF 1

4XX596 JUL 19, 2012 ALL CURR USD
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969066148702
 REF 1:SR00024615
 REF 2:

| | |
|---|---|
| HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: DV 0.00 COD 0.00 DC 0.00 DGD 0.00 AH 0.00 PR 0.00 TOT PUB CHG 8.69 | SVC T/P USD RS 0.50 SD 0.00 SP 0.00 PUB+HANDLING 8.69 |
|---|---|

ATTN: Product Service

Stacey Bowes

ShipRequest



Ship To: Arthur Wiegand
Company:
Address 1: 2042 Huber Dr.
Address 2:
Address 3:
City: Quakertown
State/Province: Pennsylvania
ZIP/Postal Code: 18951
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Mon, July 23, 2012
Package ID: 8862

Special Instructions:

Sender Name: Dell Marie Fulcher
email: dell.fulcher@remington.com
Prepared By: Dell Fulcher
Phone: 336-548-8686

Date: 07-19-12 1 lb 10.1 oz

| | | | |
|----------|----------------------|----------|------|
| Acct # | : 230145 | Base \$ | 6.74 |
| Cust # | : 0DL0000008738 | Spc S \$ | 0.00 |
| Zip/Zone | : 18951 / 4 | Addl \$ | 0.00 |
| Trk # | : 1Z4XX5960300037332 | | |
| Pkg ID # | : 8862 | | |
| Service | : UPS Ground | Total \$ | 6.74 |



