

**BARBER - Kinzer PPS GAL RE 0009684**

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4973

**Case Information**

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212152	12/2/2010	11/4/2010	12/8/2010				

**Customer Information**

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Alvarez	2771 S. Reed St.	Denver	CO	80227		H 720-842-6427 E mike.alvarez@lmco.com

**Incident Information**

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

11/4/10: Customer called in. He saw CNBC. Last year when he dry fired his rifle he had FSR. df As received the firing pin would follow down every time the bolt was closed due to the sear engagement screw being readjusted and the trigger screw being readjusted fls.

**Firearm Information**

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a	A6299531	KI	5/14/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	JC PENNEY CO STATESVILLE NC		Y			

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 - Repair under BLM program						

**Repair/Replacement Cost Repair/Replacement Date**

\$77.73 12/8/2010

11/4/10: Sending ARS, ltr, form. df 12/8/10: Per Fred S. - As received, follows down due to improper adjustments to the sear & trigger screws. Quote new TA under BLM program. df 12/8/10: Left msg for cust. to call me. df 12/8/10: Customer called. I went over report. He apprvd charges & pd. by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24 in Model 700 7mm Rem Mag caliber
	Date Code		KI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4973&Type=Case>

12/8/2010

Bolt	Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		Model 700 Bolt Lock
Sear	Function	Like new; Not Functioning	
	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
Pull	Trigger	Condition	Abused; Not Functioning
		---Select---	not measured
Altered		True	Sear screw adjusted giving very little engagement and the trigger screw adjusted causing the trigger
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		One piece scope base, rings, Redfield scope

File Add Repair Repair Expedite Repair Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00212152 Serial: A6239531 Model: 700 Center Fire Caliber: 7  
MM REM MAG Produced: 05/14/1976 SKU: 20000 Repairman: Status: New 12/2/2010 5:32:23 AM

Verify Repair

ADDRESS INFORMATION

Customer: ☒ Received from Return To ☐ Received from

Name: MIKE ALVAREZ MIKE ALVAREZ

Address 1: 2771 S. REED STREET 2771 S. REED STREET

Address 2: PO Box PO Box

City: DENVER DENVER

State: CO Zip Code: 80227 Country: US CO Zip Code: 80227 Country: US

FIL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/2/2010 5:32	New	valentis	Repair Added	
12/2/2010 5:32	Expedite	valentis	From Check In	To:
12/3/2010 11:00	Expedite	suanyli	From Product Services	To: Repair Bench

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC

Current Status: New  
12/2/2010 5:32:23 AM  
valentis  
Repair Bench  
Repair Location  
ILN  
Current Location  
Transfer Number

Repair Search Refresh Close

supply - ILN/Prod frmRepairMan D1102R7XPIL Friday, Dec 3 2010 10:28 AM

start MICRO-DRIVER EXCEL 2003 frmRepairMan - F

RECEIVED  
DEC - 3 2010

BY:.....

[COPY]

November 4, 2010

Mike Alvarez  
2771 S. Reed St.  
Denver, CO 80227  
Ph: 720-842-6427

Ref: # 4973

Dear Mr. Alvarez,

Serial  
Number:

A6299531

Model: 700



RE00212152

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. The letter inside is 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,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

*As Received follows down due to  
improper adjustments to the sear &  
trigger screws. Quote new TA  
under the bolt lock modification program,  
TRAO 12/3/10*

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>3X YR.</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never been Serviced</u>
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:  Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<p>Ⓢ 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> <p>:: 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 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>

© 2006 Remington Arms Company, Inc. All Rights Reserved.  
 Investor Relations | Other Remington Brand Products | Legal Notices | About Us



Visit Our Other Websites

Other Sites



REF ID:  
Number:

A6299531

Model: 700



RE00212152

MIKE ALVAREZ  
(720) 842-8427  
2771 S REED ST  
DENVER CO 80227

10 LBS

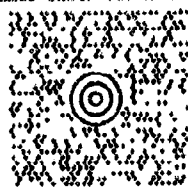
RS

1 OF 1

LS

SHIP TO:

ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOEFLER AVE.  
ILION NY 13357



NY 135 0-01



UPS GROUND.

TRACKING #: 1Z 4XX 596 90 6526 4052



BILLING: 3RD PARTY  
DESC: FIREARMS  
RETURN SERVICE

REF 1: MIKE ALVAREZ/CD/DMF  
REF 2: 4973/RIFLE

WS 12.0.17

LP2442 09.0A 10/2010



International Shipping Notice: Cargo hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") unless the Comptroller on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping prices, call 1-800-752-7522.

United Parcel Service, Louisville, KY

# Remington.

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL	I WILL MAIL XXXXXX		
DESCRIPTION: Ref# 4973 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Mike Alvarez 2771 S. Reed St. Denver, CO 80227 Ph: 720-842-6427
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 4, 2010 ALL CURR USD 1 OF 1  
SVC CND COM ACT WT 10.0 LBS  
TRACKING 124XX5969665264052  
REF 1: MIKE ALVAREZ/CO/DMF  
REF 2: 4973/RIFLE  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DGC 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 10.54 PUB+HANDLING 10.54