

Remington Arms Co., Inc.

Product Service

Legal Case #:4925

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212067	12/2/2010	11/1/2010	12/3/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Cole	515 S. Spokane Ave	New Castle	WY	82701		H 307-746-2548

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

11/1/10 Per call from Cole, he purchased the rifle about 25 yrs ago. About 10 years ago it fired when he went to take the safety off. He hasn't used it since.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6862829	KZ	5/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	PAMIDA INC OMAHA NEB		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, replace trigger at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.23	12/7/2010				

11/1/10 Sending box and ARS.cm 12/7/10 Per Ilion, quote for bolt lock mod program, install new trig assm. Called Cole and he approved repair.cm

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	4038	Could Not Duplicate Concern	Some sticky residue and the trigger pull is below factory specs.
Barrel	Description		22 inch Model 700 270 Win caliber
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	release stuck down when it was moved to remove bolt.
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
	Trigger	Condition	Slightly Worn; Functioning
Pull		---Select---	2.75 lbs
Altered		False	
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		two-piece scope base

frmRepairMain - Repair Inquiry

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

Repair Number: RE00212067 Serial: 6862829 Model: 700 Center Fire Caliber: 270 Repairman: Charles Swanson
 Status: Approval Hold 12/3/2010 9:31:02 AM

Verify Repair

ADDRESS INFORMATION

Customer: LARRY COLE Received from: LARRY COLE
 Name: LARRY COLE
 Address 1: 5155 SPOKANE AVE
 Address 2: PO Box
 City: NEWCASTLE
 State: WY Zip Code: 82701 Country: US
 Return To: LARRY COLE
 Address 1: 515 S. SPOKANE AVE
 Address 2: PO Box
 City: NEWCASTLE
 State: WY Zip Code: 82701 Country: US

FIL

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
12/3/2010 9:2...	Estimate	swansonch	Estimate Update	Status: A	
12/3/2010 9:3...	ApprovalH...	System	Immediate SAP Allocation		
12/3/2010 9:3...	Estimate	swansonch	Estimate Update	Status: A	
12/3/2010 9:3...	Estimate	swansonch	Estimate Update	Status: A	
12/3/2010 11...	Expedite	pencil	From Repair Bench	To: Appr	

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

Current Status
 Approval Hold
 12/3/2010 9:31:02 AM
 swansonch
 ApproveRack
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

supply - ILN/Prod frmRepairMain D:\102R7XPIL Friday, Dec 3 2010 10:29 AM

start Microsoft Excel OPS Desktop frmRepairMain - F 402R7XPIL 11:11 PM

RECEIVED
 DEC - 3 2010

BY:

2-75 lbs
KZ

Remington®

November 1, 2010

Larry Cole
515 S. Spokane Ave
Newcastle, WY 82701

Subject: #4925, Model 700

Dear Mr. Cole,

Per our phone conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of the attached letter with the firearm. **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.** Please mark the ends of the box with "Supry". I will contact you after inspection with the results.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial number 6862829
model 700

Quote for bolt lock modification
program - Install new TA.

TRED 12/3/10

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

BARBER - Kinzer PPS GAL RE 0010328

PS 12216



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

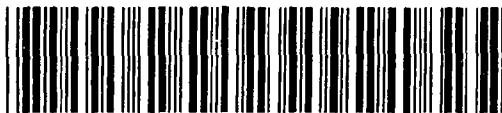
Model Number: <u>Model # 700</u>		Serial Number: <u>6862829</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Larry A. Cole</u>		Date of Purchase: <u>Cannot Recall</u>	
Address (no PO Boxes): <u>515 S. Spokane</u>			
City: <u>Newcastle</u>		State: <u>Wyo.</u>	Zip: <u>82701</u>
Phone (Daytime): <u>307-746-2548</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: <u></u>			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p><u>I took the gun off safety and it discharged without my finger on the trigger.</u></p> <p><u>This gun has not been used for the last 14 years. And it has not had no more than a box of ammo shot thru the barrel.</u></p>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO <i>Don't Recall any such information at date of purchase.</i>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Ilion, NY 13357	
⚠ 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	

Serial Number:

6862829

Model: 700



RE00212067

Serial Number:

6862829

Model: 700



RE00212067

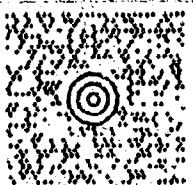
LARRY COLE
515 S SPOKANE AVE
NEWCASTLE WY 82701

10 LBS

1 OF 1

RS

SHIP TO:
PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOFER AVE.
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6586 9597



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: LARRY COLE/CD/CM
REF 2: 700

746 2548 12.0.17

1P2442 09.0A 10/2010



International Shipping Notice - Shipments sent by air are subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Carriage of Goods by Road (the "CMR Convention"). These Conventions, together with the rules and regulations of the U.S. Department of Transportation, govern the liability of the carrier for loss of or damage to goods. For shipping charges, call 1-800-752-7529.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xxxxxx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Larry Cole 515 S. Spokane Ave New Castle, WY 82701
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
 SVC GNDCON ACT WT 10.0 LBS
 TRACKING# 124XX5969065869597
 REF 1: LARRY COLE/CD/CM
 REF 2: 700

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 10.54 PUB*HANDLING 10.54