

Remington Arms Co., Inc.
Product Service
Legal Case #:4856

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 209639 | 11/8/2010 | 10/26/2010 | 11/9/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|------------------------|---------|-------|-------|-----|---|
| Incident | | Cyril M. | Larson | 14211 Blackfoot St. NW | Andover | MN | 55304 | | C 763-234-1364 E skip.larson@comcast.net |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 Could Not Duplicate Concern | | Unknown | |
| S | Concern:1008 Fired on Bolt Closing | | | |
| C FBC | | | | |

10/26/10: Customer called in. He had FBC last fall while hunting. No injury-No damage. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|----------------|----------------|----------|------|-----------------------|
| Remington | CF/BA | 700/300 WIN MA | 27482 | E6765740 | OV | 7/24/2001 10:00:39 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | Bought used from a friend | SLING | N | | | |

CONCERN:FBC

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 TA, clean, test @ n/c | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$47.23 | 11/10/2010 | | | | |

10/26/10: Sending ARS, letter, & form. df 11/10/10: Per Fred S. - Could not duplicate concern. Check over, replace TA to restore confidence in rifle, clean & test @ n/c. df 11/11/10: I spoke w/cust. & went over report & repairing @ n/c. He was fine w/our resolution. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|-----------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/9/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 24" 300 WIN MAG |
| | Date Code | | OV |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4856&Type=Case

11/11/2010

| | | | |
|--------------|--------------------|----------------------------|-----------------------|
| 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 | | STANDARD M/700 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | ISS | |
| Sear | Lift | ---Select--- | .016 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Like new; Functioning | |
| | Pull | ---Select--- | 7# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

suprvfl - ILN/Prod

frmRepairMain

D1102R7XPIL

Tuesday, Nov 9 2010

2:07 PM

start

DAIS - Desktop

frmpcpaulmain - F

Index - Microsoft...

2:03 PM

let customer know that caliber
not available in BDL, we will install
X-mark pro under the bolt lock modification.

FRED 11/9/10

RECEIVED
NOV 10 2010

BY:

BARBER - Kinzer PPS GAL RE 0011271

4856

COPY

24"
7#
0J 7/0
1016

October 26, 2010

Cyril M. Larson
14211 Blackfoot St. NW
Andover, MN 55304
Ph: 763-234-1364

Ref: # 4856

Dear Mr. Larson,

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 boxes with the name "Supry". Fred Supry 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

could not duplicate concern.
check over upmce TPA to
restore confidence in rifle,
clean + test fire at H/C

#230145

Serial Number: E6765740

Model: 700



RE00209639

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



Factory Repair Form

Return to Previous Page

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

DV
11/6

| | |
|--|--|
| Model Number: <u>700</u> | Serial Number: <u>E6765740</u> |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | |
| Name: <u>CYRIL MAX LARSON</u> | Date of Purchase: <u>10/14/10</u> |
| Address (no PO Boxes): <u>14211 BLACKFOOT ST. NW.</u> | |
| City: <u>ANDOVER</u> | State: <u>MIN</u> Zip: <u>55304-7405</u> |
| Phone (Daytime): <u>763-234-1364</u> | |
| E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): <u>SKIP.LARSON@COMCAST.NET</u> | |
| E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | |
| Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> <p><u>DURING RAPID FIRE AS THE bolt CLOSES</u> <u>RIFLE WILL FIRE ALSO WHEN ON SAFETY.</u> <u>REAR SWITCH IS bad.</u> <u>COND. 11/1/10</u></p> </div> | |
| 500 characters left | |
| Ammunition Information: | |
| Manufacturer: <u>N/A</u> | Type: <u>PS.</u> |
| Other (i.e. bullet weight/type, shot size, powder): <u>Would it BE POSSIBLE TO</u> | |
| Handload Information: | |
| Powder Used: <u>N/A</u> | Powder Weight: <u>UPGRADE TO</u> |
| Case/Hull Used: <u>N/A</u> | Primer Used: <u>A.B.D.L.</u> |
| Bullet Type/Shot Size: <u>N/A</u> | Reloading Used: <u>Model-SAME</u> |
| Firearms Care (Cleaning and Lubrication): | |
| Brand of cleaning solution used: <u>CAL.</u> | |
| How often do you clean the bore? (Months or Number of rounds) <u>N/A</u> | |
| How often do you clean the action? (Months or Number of rounds) <u>N/A</u> | |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>N/A</u> | |
| Brand of lubricant used: <u>THANKS</u> | |
| How often do you lubricate the bore? (Months or Number of rounds) <u>ENG.</u> | |
| How often do you lubricate the action? (Months or Number of rounds) <u>ENG.</u> | |

| |
|---|
| 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 type="checkbox"/> NO |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____ |
| 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 Illion, 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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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> |

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Other Sites



Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|------------|-----------------------|--------|
| DATE: | 10/26/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 lbs |
| PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL | | I WILL MAIL XXXXXX | |
| DESCRIPTION: Ref# 4856 Rifle | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: Cyril M. Larson 14211 Blackfoot St. NW Andover, MN 55304 Ph: 763-234-1364 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067068010
 REF 1: CYRIL M LARSON/CD/DMF
 REF 2: 4856/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 PS 0.50
 DC 0.00 DGD 0.00 SD 0.00
 RH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 8.78 PUB+HANDLING 8.78