

Remington Arms Co., Inc.
Product Service
Legal Case #:5091

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 214373 | 12/13/2010 | 11/15/2010 | 12/15/2010 | 11/13/2010 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------------|-------------|-------|-------|-----|--|
| Incident | | Don | Martin | 511 Green Cedar Dr. | League City | TX | 77573 | | H 281-557-2494 W 409-943-9213 F 409-943-9227 E dhm331@yahoo.com |

Incident Information

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

11/15/10: Customer called in. He stated he was hunting on 11/13/10 & had a FSR. No damage - No injury. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|-------------|----------------|---------|------|-----------|
| Remington | CF/BA | 700/270 WIN | n/a | 6608524 | RW | 11/1/1972 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | HOOGENHUYZE SAN ANTONIO TEX | | U | | | |

CONCERN:FSR

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 - Quote
to repair

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
|-------------------------|-------------------------|

11/15/10: Sending ARS, ltr, form. df 12/30/10: Per Ilion - Could not duplicate concern. TA set screw altered, TA dirty & sticky, parts sluggish. Replace TA, clean, test fire - quote. Customer spoke to Logan H. & paid for repair over phone. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 12/15/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5091&Type=Case>

12/30/2010

| | | | |
|-----------|------------------------|-----------------------------|----------------|
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 270 WIN |
| | Date Code | | RW |
| | 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 | BINDS,SLUGGISH |
| Extractor | Condition | Slightly Worn; Functioning | |
| | Cut Condition | Slightly Worn; Functioning | |
| | Ext/Eject Test | False | |
| Locking | Block Condition | ---Select--- | |
| | Lug Condition | Slightly Worn; Functioning | |

| | | | |
|-------------------|---------------------------|----------------------------|---------------------------------|
| BARBER Overall | Kinzer PPS GAL RE 0011478 | Slightly Worn; Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD M/700 BOLT LOCK SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .007 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY,STICKY SLUGGISH |
| | Pull | ---Select--- | 4# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Bolt Lock | |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5091&Type=Case>

12/30/2010

Remington®

5091

22"
RW 11/12
Y#
.007

November 15, 2010

Don Martin
511 Green Cedar Dr.
League City, TX 77573
Ph: 281-557-2494

Ref: # 5091

Dear Mr. Martin,

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, H&R customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
DEC 22 2010

enclosure

Serial Number:

6608524

Model: 700



RE00214373

BY: _____
could not duplicate concern.
T.A. set screws altered + T.A.
dirty + sticky, parts sluggish.
replace TPA, clean + test fine
under BLP Ron @ 20.00 + ship

Quote

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

| | | | |
|---|--|--|-------------------|
| Model Number: 700 ADL | | Serial Number: 6608524 | |
| Name: DON H MARTIN | | Date of Purchase: 1974 OR 1975 | |
| Address (no PO Boxes): 511 GREEN CEDAR DR. | | | |
| City: LEAGUE CITY | | State: TX | Zip: 77573 |
| Phone (Daytime): 409-943-9213 | | Fax: 409-943-9227 | |
| E-mail Address: dhm331@yahoo.com | | | |
| Please describe your problem: there was an unsafe act with this gun. i raised the gun up and dropped it to my knee with the butt down the gun fired.2009 this year i was going to eject a shell out to get into my blind. i bushed on take safety which was on fire. by pushing on the safety the gun fired..2010 there has been around 120 round fired through this gun. 145 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. <div style="text-align: center;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div> | | | |

RETURN ADDRESS: DON H MARTIN
511 GREEN CEDAR DR.
LEAGUE CITY, TX 77573

E-MAIL dhm331@yahoo.com

PH: 409-943-9213 CELL: 281-989-5179

CREDIT CARD# AMERICAN EXPRESS

REDACTED

EXP:02/13

I WAS TOLD THIS COST AROUND \$37.00

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|------------|-----------------------|--------|
| DATE: | 11/15/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 lbs |
| PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL | | I WILL MAIL XXXXXX | |
| DESCRIPTION: Ref# 5091 Rifle | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: Don Martin 511 Green Cedar Dr. League City, TX 77573 Ph: 281-557-2494 |
| 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 15, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065006705
 REF 1:DON MARTIN/CD/DMF
 REF 2:5091/RIFLE

| | | |
|-----------------------------|--------------|-------------|
| HANDLING CHARGE 0.00 | | |
| SINGLE-PIECE PUB RATE CHRG: | | |
| DV 0.00 | COD 0.00 | SVC T/P USD |
| DC 0.00 | DGD 0.00 | RS 0.50 |
| AH 0.00 | PR 0.00 | SD 0.00 |
| | | SP 0.00 |
| TOT PUB CHG 10.54 | PUB+HANDLING | 10.54 |





