Remington Arms Co., Inc.
Product Service
Legal Case #:4416

Case Information

Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete RE# **Date Opened** 3/8/2010 6/11/2010 3/5/2010 3/25/2010 Х 192779 Customer Information Last Name Street City State Zip Age Contact Business First Name Type Dick's Huntington Dick's Sporting Barboursville WV 25504 W 304-733-9720 Reporter Mall Goods Rhonda Sporting C 740-646-8281 6599 Co. Rd. 6 Kitts Hill OH 45645 Incident John Mannon E johnathonmannon@yahoo.com

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD Hole in garage & 4-wheeler damaged

Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release

Unknown

S

C Fired on Safe release

3/8/10 John Mannon called. He stated that his rifle fired when taken off Safe and the bullet damaged his father's garage & the 4-wheeler inside the garage. No estimate on the cost of the damage yet. He did speak to an attorney about the incident & the attorney told him that he could have a lawsuit. To my knowldege - no pictures or video were taken by the attorney. Customer did not state that he retained the attorney. Mr. Mannon took the rifle back to Dick's Sporting Goods in Barboursville, WV on 3/5/10 and returned it. The store gave him another new gun in exchange. I contacted the store & spoke to Al Rigsby - they still have the gun & I will have it come to Product Service in Ilion for exam. dmf

Firearm Information

Model/Ga. SKU Serial Bbl. DOM Mfg. Type 85435 CF/BA 700/308 WIN G6860186 KD 5/26/2009 5:31:40 AM Remington **Date Purchased** Where Purchased Accessories Original Owner

DICK'S SPORTING GOODS TWO PIECE SCOPE BASE Y

CONCERN:FSR - PROPERTY DAMAGE

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Settlement APV APV

Repair/Replacement Cost Repair/Replacement Date

3/8/10: Sending dealer a letter & ARS label to get gun in for exam. dmf 3/22/10: Rhonda at store called & stated they need a box for shipping. Box order# 1088451. dmf 4/8/10: Finally got in touch with Rhonda Bradley @ store. She stated that the customer called her & said they had filed a claim against Remington for the damaged done to garage & 4-wheeler. We have never received an estimate of damages or pictures from the customer. I left Fred S. a voice mail to advise on this one. dmf 4/12/10: RGA# 60066828 issued to Dicks Sptg Gds. Sent Fred S. an email w/update. I called John Mannon & told him that we could not duplicate concern but were still investigating. Asked him to fax over detailed info on the incident & circumstances surrounding it along with estimates or charges for repairs. He stated that he would do that & wrote down my fax #. dmf 6/11/10: No further response from the customer. He never faxed in any documentation. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		3/26/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

	Description		26" 308 WIN HB
Barrel	Date Code		KD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD XMP SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	012
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	10313	False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

April 12, 2010

Dick's Sporting Goods Attn: Rhonda Bradley Huntington Mall Barboursville, WV 25504

Subject: #4416, Model 700, Serial # G6860186, Invoice # 41976830

Dear Rhonda,

We issued a credit back to Dick's Sporting Goods for the above rifle. Invoice # 41976830. PO# 290008182. In the amount of \$445.47.

Sincerely,

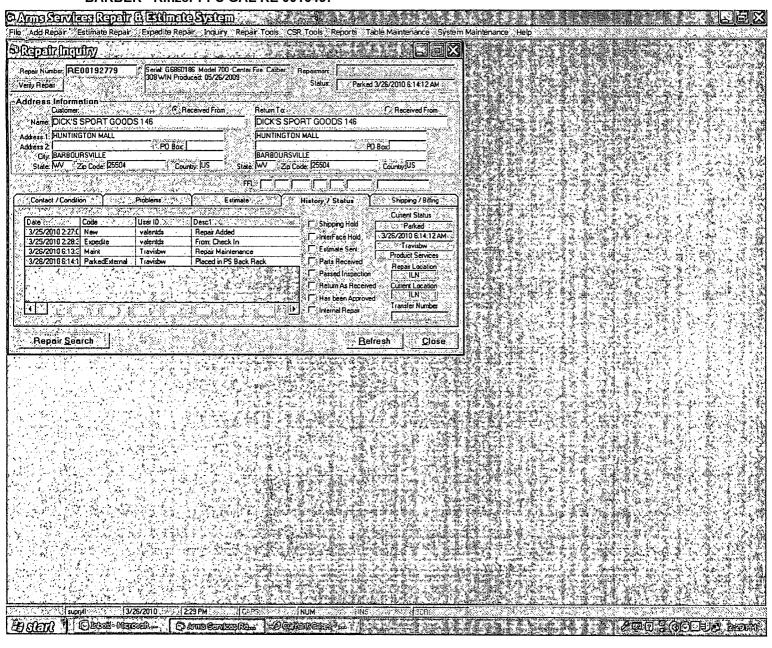
Dell Marie Fulcher Consumer Affairs Administrator Remington, H&R, Marlin

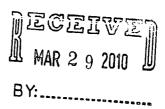
Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

BARBER - Kinzer PPS GAL RE 0013457





BARBER - Kinzer PPS GAL RE 0013458



March 8, 2010

Dick's Sporting Goods Attn: Al Rigsby or Rhonda Bradley Huntington Mall Barboursville, WV 25504

Subject: #4416, Model 700, Serial # G6860186, Ref. John Mannon

Dear Al or Rhonda,

Enclosed is a prepaid UPS shipping label to cover shipment of the rifle 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.

Sincerely,

Will m. Ful char. Dell Marie Fulcher Consumer Affairs Administrator

Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com





ton Drive • P.O. Box 700 • Madison, NC 27025

_332 2705€ → www.remington.com

BARBER - Kinzer PPS GAL RE 0013458

FIREARM RECEIPT FORM	11259
DROP OFF DATE 3-5-/0 PICK UP DATE STORE	NUMBER 146
NAME Alisha Dawn Managa	
ADDRESS 6599 County Road 6 Kits Hill 184 45645	
TELEPHONE # 1-740-643-0276	
IDENTIFICATION TYPE OHIO School Line NUMBER SQ 897708	
EXPIRATION DATE 07 / 24 / 2011 DATE OF BIRTH (D.O.B.) 07/24	11947
MANUFACTURER AND IMPORTER Reminitor	
MODEL 700 CALIBER/GAUGE 308	
SERIAL # G6860186	f
REASON FOR RETURN/DEFECTS: When safety is taken off our goes of	off without
	+ 4- wheeles
A SOCIATE SIGNATURE DROP OFF PICK UP	
CUSTOMER SIGNATURE DROP OFF	
CUSTOMER DROPPING OFF AND PICKING UP THE FIREARM MUST BE THE SAME PLEASE ALLOW 8-12 WEEKS FOR RETURN OF THE FIREARM.	PERSON.
PART 1 STORE PART 2 CUSTOMER PART 3 ATTACH TO FIREARM	



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

ARS LABEL REQUEST FORM

DATE:		3/5/2010	REQUESTED BY:	Dell	
QUANTITY: 1			WEIGHT PER PACKA: 10 lbs		
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	xxxxxxxxx	
DESCRIPTION:	Ref - Subject # 4416 S# G6860186				

LABEL INFORMATION

TRUEASE:COMPLETE:AUGRARTIS:OFTHIS:FORM:AND:SEND:TO THE:MEDIA:COORDINATOR

```
MAR 8, 2010
                              ALL CURR USD
SERVICE GNDCOM
                                                1 OF 1
                      ACT UT 10.0 LBS
TRACKING# 1Z4XX5969065752006
REF 1 DICKS/AL/RHONDA/DMF
REF 2:REF# G6860186/4416
HUNDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00
DC 0.00
                                       SVC T/P USD
                    COD
                           0.00
                                        RS 0.50
                     DGD
                           0.00
                                        SD 0.00
AH 0 00
                    PR
                           0.00
                                        SP 0.00
TOT PUB CHG 8.20
                          PUB+HANDLING
```