

Remington Arms Co., Inc.
Product Service
Legal Case #:5252

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 214283 | 12/13/2010 | 11/30/2010 | 12/15/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------------|---------|-------|-------|-----|----------------|
| Reporter | | Daniel | Owens | 2200 Clays Mill Rd. | Halifax | VA | 24558 | | C 434-575-2565 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|---------------------|--------------------------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 | Could Not Duplicate Concern | | |
| S | Concern:1036 | Other - Does not trust firearm | Unknown | |
| C | Doesn't trust rifle | | | |

11/30/10: Customer called in. He stated that he had a FSR some time ago & his dealer sent the rifle to a RARC for repair. He has rifle back & the trigger wasn't changed in it. He doesn't trust the gun & wants to send it to the factory for exam & trigger change. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|-------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 700/270 WIN | 84402 | G6893334 | RE | 8/28/2009 1:39:31 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| 8/20/2010 | JERRY S SPORT CENTER, INC | | Y | | | |

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 - Repair -
warranty

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| \$67.52 | 12/31/2010 |

11/30/10: Sending ARS, ltr, form. df 12/31/10: Per Ilion - Could not duplicate concern. Will replace TA to restore confidence in rifle. Clean & test fire @ n/c - warranty. 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 |

| | | | |
|--------------|------------------------|-----------------------------|---------------------|
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 270 WIN |
| | Date Code | | RE |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| Bolt | Firing Pin | Like new; Functioning | |
| | Shroud | Like new; Functioning | |
| | Face | Slightly Worn; Functioning | |
| | Handle | Like new; Functioning | |
| | Stop | Like new; Functioning | |
| Extractor | Condition | Like new; Functioning | |
| | Cut Condition | Like new; Functioning | |
| | Ext/Eject Test | False | |
| Locking | Block Condition | ---Select--- | |
| | Lug Condition | Slightly Worn; Functioning | |
| | Notch Condition | ---Select--- | |
| Overall | Exterior Condition | Like new; Functioning | |
| | Stock Condition | Like new; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Like new; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD XMP SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .011 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Like new; Functioning | |
| | Pull | ---Select--- | 3# |
| | Altered | False | |
| | Sub-Assembly | X-Mark Pro | |

5252

COPY

22"
RE 11/10
3#
.011

November 30, 2010

Daniel Owens
2200 Clays Mill Rd.
Halifax, VA 24558
Ph: 434-575-2565

Ref: # 5252

Dear Mr. Owens,

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

Serial
Number

G6893334

Model: 700



RE00214283

could not duplicate concern.
will replace TPA. to restore
confidence in rifle. clean
& test fire. n/c

warranty
RECEIVED
DEC 22 2010

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 0013689

PS 15577

BARBER - Kinzer PPS GAL RE 0013690

Print

Reset

| | | | |
|---|-----------|-----------------------------------|--|
| Model Number: 700 XHR 270 | | Serial Number: G6893334 | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: Daniel Owen | | Date of Purchase: 8-20-2010 | |
| Address (no PO Boxes): 2200 Clays Mill Rd | | | |
| City: Halifax | State: VA | Zip: 24558 | |
| Phone (Daytime): 434-575-2565 | | Fax: | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) | | | |
| E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: Firearm discharged when safety was moved forward on 11-13-2010. Firearm was unloaded bolt cycled 3 times each time the safety was moved forward the firing pin snapped as if firing. Gun was take to place of purchase store owner experienced same problem. Was sent to Rem. repair but nothing done to solve problem. Do not think it is safe to use. | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: Remington | | Type: Core-Lokt | |
| Other (i.e. bullet weight/type, shot size, powder): 150 g. bullet | | | |
| Handload Information: | | | |
| Powder Used: | | Powder Weight: | |
| Case/Hull Used: | | Primer Used: | |
| Bullet Type/Shot Size: | | Reloader Used: | |
| Firearms Care (Cleaning and Lubrication): | | | |

BARBER - Kinzer PPS GAL RE 0013691

| | |
|--|-----------|
| Brand of cleaning solution used: | |
| How often do you clean the bore? (Months or Number of rounds) | 20 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: | Rem oil |
| How often do you lubricate the bore? (Months or Number of rounds) | 20 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 checked="" type="checkbox"/> YES <input type="checkbox"/> NO | |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) 11-23-2010 | |
| What were the services performed?) nothing done, could not duplicate problem | |
| Ship your INSURED firearm by either UPS or Parcel Post to: | |
| <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p> | |
| <p><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.</p> <p style="text-align: center;">:: 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</p> | |

BARBER - Kinzer PPS GAL RE 0013692

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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|----------------------------------|------------|-----------------|--------|
| DATE: | 11/30/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PKG: | 10 lbs |
| PLEASE CHECK ONE | | | |
| MEDIA COORDINATOR TO MAIL | | I WILL MAIL | |
| | | XXXXXX | |
| DESCRIPTION: Ref # 5252 rifle | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: Daniel Owens 2200 Clays Mill Rd. Halifax, VA 24558 Ph: 434-575-2565 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067010321
 REF 1: DANIEL OWENS/CD/DMF
 REF 2: 5252 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 8.20 | PUB+HANDLING | 8.20 |







