

Remington Arms Co., Inc.  
Product Service  
Legal Case #9672

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 332222 | 12/30/2013  | 12/12/2013      | 1/2/2014    | 12/11/2013    |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street       | City      | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|--------------|-----------|-------|-------|-----|----------------|
| Incident |          | Kevin      | Cavanaugh | 174 Meade St | Wellsboro | PA    | 16901 |     | H 570-439-3089 |

## Incident Information

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

12/12/13: I received call from Kevin Cavanaugh, he said that on 2 different occasions his gun has fired on safety release. jbi

## Firearm Information

| Mfg.           | Type                      | Model/Ga.      | SKU            | Serial   | Bbl. | DOM                 |
|----------------|---------------------------|----------------|----------------|----------|------|---------------------|
| Remington      | CF/BA                     | 700/243 WIN    | 84642          | RR49947A | WG   | 8/7/2012 7:11:21 AM |
| Date Purchased | Where Purchased           | Accessories    | Original Owner |          |      |                     |
|                | GANDER WAREHOUSE #1/Leban | TWO PIECE BASE | 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 flon, replace TPA, check over and test at no charge |                         |                         |               |                 |                |               |
|                                                         | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                                         | \$49                    |                         |               |                 |                |               |

12/12/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1575272. jbi 1/3/14: Per flon, "could not duplicate concern. To restore confidence in rifle will replace trigger assembly, check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

| Part         | Sub-Part               | Code                        | Comment         |
|--------------|------------------------|-----------------------------|-----------------|
| Examination  | Examiner               |                             | B.TRAVIS        |
|              | Exam Date              |                             | 1/2/2014        |
|              | Product Type           |                             | RF              |
|              | Action Type            |                             | A               |
|              | Assigned To            |                             | S.NICHOLS       |
| Cause        | 4038                   | Could Not Duplicate Concern |                 |
| Barrel       | Description            |                             | 24" 243 WIN     |
|              | Date Code              |                             | WG              |
|              | Bore Plugged           | False                       |                 |
|              | Bulged                 | False                       |                 |
|              | Fired                  | False                       |                 |
|              | Fired while Obstructed |                             |                 |
| Bolt         | Muzzle/Crown Condition | Slightly Worn; Functioning  |                 |
|              | Firing Pin             | Slightly Worn; Functioning  |                 |
|              | Shroud                 | Slightly Worn; Functioning  |                 |
|              | Face                   | Slightly Worn; Functioning  |                 |
|              | Handle                 | Slightly Worn; Functioning  |                 |
| Extractor    | Stop                   | Slightly Worn; Functioning  |                 |
|              | Condition              | Slightly Worn; Functioning  |                 |
|              | Cut Condition          | Slightly Worn; Functioning  |                 |
| Locking      | Ext/Eject Test         | False                       |                 |
|              | Block Condition        | ---Select---                |                 |
|              | Lug Condition          | Slightly Worn; Functioning  |                 |
| Overall      | Notch Condition        | ---Select---                |                 |
|              | Exterior Condition     | Slightly Worn; Functioning  |                 |
|              | Stock Condition        | Slightly Worn; Functioning  |                 |
| Receiver     | Fore End Condition     | ---Select---                |                 |
|              | Condition              | Slightly Worn; Functioning  |                 |
| Safety       | Bulged                 | False                       |                 |
|              | Description            |                             | XMP SAFETY      |
| Sear         | Function               | Like new; Functioning       |                 |
|              | Lift                   | ---Select---                | .013            |
|              | Notch                  | Slightly Worn; Functioning  |                 |
| Feeding Test | Tests                  | Test Fired                  | False           |
|              |                        | False                       |                 |
| Trigger      | Condition              | Slightly Worn; Functioning  |                 |
|              | Pull                   | ---Select---                | 4#              |
|              | Altered                | False                       | SEALANT PRESENT |
|              | Sub-Assembly           | X-Mark Pro                  |                 |

# Remington®

December 11, 2013

Kevin Cavanaugh  
174 Meade St  
Wellsboro, PA 16901  
Phone: 570-439-3089

9672

COPY

Ref # 9672, Model 700, Serial #RR49947A

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Arms Co, LLC / H&R  
Phone: 336-548-8684  
Fax: 336-548-7872

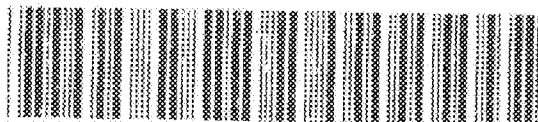
RECEIVED  
JAN 03 2014

BY: .....

Serial  
Number

RR49947A

Model: 700



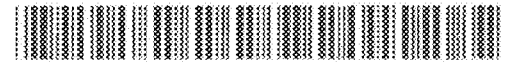
RE00332222

could not dip concern.  
to custom confidence in  
it be will up 7 A. check  
over + DSD at r/c

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

|                                                                               |                                                                                |                                                                             |
|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <b>Service Request Number</b><br>SR00070953                                   | <b>Serial Number / Description</b><br>RR49947A<br>Model 700 RIFLE Caliber: 243 | <b>Date of Request:</b> 12/12/2013<br><b>Date Printed:</b> 12/12/2013       |
| <b>Customer:</b><br>KEVIN CAVANAUGH<br>174 MEADE ST<br>WELLSBORO, PA 16901 US |                                                                                | <b>Destination:</b><br>Arms Services<br>14 Hoefler Ave<br>Hion, NY 13357 US |
| <b>Email:</b>                                                                 |                                                                                | <b>Email:</b>                                                               |

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

## Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Product Service # 9672. jbi

| Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount |
|----------|------|-------------|------------|----------|-------|------|--------|
|----------|------|-------------|------------|----------|-------|------|--------|

Gun was purchased and sited-in Aug 2013.  
Gun was used for hunting during Pa deer season 12/13. Twice on the same day of hunting the gun fired when the safe was moved to the fire position. The gun was never adjusted/tampered with, and has only seen 2 boxes of shells. It is not safe.  
Purchased @ Boulder Mtn. Mtnery Pa Aug 2013.

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative

|                     |             |
|---------------------|-------------|
| Sub Total:          | .00         |
| Est Sales Tax:      | .00         |
| <b>Grand Total:</b> | <b>9.00</b> |

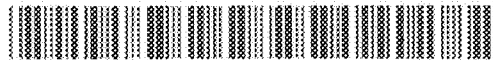
## ARS LABEL REQUEST FORM

|                        |                              |
|------------------------|------------------------------|
| DATE: 12/12/2013       | Service Request # SR00070953 |
| QUANTITY: 1            | WEIGHT PER PACKAGE: 10 LBS   |
| REQUESTED BY: livingib | email address: I will mail   |

|                  |                                                                                                                       |
|------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>Business:</b> | Remington Service<br>PO Box 700<br>Madison, NC 27025-0700<br><a href="http://www.Remington.com">www.Remington.com</a> |
|------------------|-----------------------------------------------------------------------------------------------------------------------|

### LABEL INFORMATION

|                        |                                                                                       |
|------------------------|---------------------------------------------------------------------------------------|
| <b>MAIL LABEL TO:</b>  | KEVIN CAVANAUGH<br>174 MEADE ST<br>WELLSBORO, PA 16901 US<br>SR00070953<br><br>Email: |
| <b>RETURN ITEM TO:</b> | ILN<br>Arms Services                                                                  |



4YX59E DEC 12, 2013 ALL CORR USD 1 OF 1  
 SVC GNDCCM ACT WT 10.0 LBS  
 TRACKING# 1Z4YXB9690676386BZ  
 REF 1:SR00070953  
 REF 2:

|                             |              |             |
|-----------------------------|--------------|-------------|
| HANDLING CHARGE 0.00        |              | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: |              |             |
| DY 0.00                     | COO 0.00     | RS 0.50     |
| DC 0.00                     | DDO 0.00     | SO 0.00     |
| RM 0.00                     | PR 0.00      | SP 0.00     |
| TOT PUB CHG 0.00            | PUB+HANDLING | 0.00        |

**ATTN: Product Service**



