

Remington Arms Co., Inc.
Product Service
Legal Case #:2191

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 142329 | 2/29/2008 | 3/3/2008 | 3/3/2008 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|-----------------|------------|-----------|---------------|---------|-------|-------|-----|---------|
| Reporter | Jones Gun Sales | Elmer | Jones | 508 E 10th St | McCamey | TX | 79752 | | |

Incident Information

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

3/4/08-correspondence from repair-when you close the bolt, the gun goes off by itself without touching the trigger.lw

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------------------|----------------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/22-250 REM | 20000 | A6249929 | BI | 1/27/1976 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | WEST TEXAS WHLSE ABILENE TEX | TWO PIECE SCOPE BASE | U | | | |

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|----------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Replace TA under SMP | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |

3/4/08-quote sent to replace TA under smp.lw

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|----------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 3/3/2008 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 24" 22-250 REM |
| | Date Code | | BI |
| | 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 | |
| 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 BOLT LOCK SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .010 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 6# |
| | Altered | False | |
| | Sub-Assembly | M/700 Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE SCOPE BASE |

Watson, Laura M.

From: Supry, Fred L.
Sent: Tuesday, March 04, 2008 4:34 PM
To: Watson, Laura M.
Subject: Fontenot

3/4/2008

Laura,

Please refund \$1707.05 to:

John C. Fontenot
315 Fort Hamilton Drive
Opelousas, LA 70570

This is to cover the cost of two Model 1187 shotguns returned to Remington (142162 & 142163) – we will hold the shotguns until the APV is issued then they will be repaired for WIP sales. He purchased two Super Mag shotguns and had function problems – he returned them and purchased these two shotgun and had function problems and then premature wearing of the camo make this customer very dissatisfied.

I will sent the paperwork tomorrow.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

3/4/2008

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00142329

Serial: A6249929 Model: 700 Center Fire Caliber: 22250 REM Produced: 01/27/1976

Repairman:

Verify Repair: High Priority

Status: New 2/29/2008 1:31:49 PM

Address Information

Customer:Received From:Return To:Received From:

Name: JONES GUN SALESJONES GUN SALES

Address 1: 508 E 10 TH STREET508 E 10 TH STREET

Address 2:PO Box:PO Box:

City: MC CAMEYMC CAMEY

State: TXZip Code: 79752Country: USState: TXZip Code: 79752Country: US

FFL 575461018H20938082008

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

| Date | User ID | Desc1 | Desc2 |
|------------------|----------|---------------------------|------------------|
| 2/23/2008 1:28:0 | valentds | Repair Added | |
| 2/23/2008 1:31:4 | valentds | Repair information change | |
| 3/3/2008 7:49:35 | penceil | From: Check In | To: Repair Bench |

☐ Shipping Hold

☐ InterFace Hold

☐ Estimate Sent

☐ Parts Received

☐ Passed Inspection

☐ Return As Received

☐ Has been Approved

☐ Internal Repair

Current Status:

New

2/23/2008 1:31:49 PM

valentds

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supryil3/3/200811:56 AM

NUMINS

CSRL

startInbox - 1000Closed CasesArms ServicesPS Holdouts ASSearch for ReportsResearch by

11:56 AM

2191

2-25-08

BI 1/76
24"
6#
010

Dear Sir,

I am shipping this Rifle Back to you for Repair, or
find out what wrong with it.

It is a Remington Model 700 cal 22-250 —
When you open the Bolt to Put a shell in the Chamber.

Then when you close the Bolt, the Gun go off By itself
with out touching the Trigger.

Thank you for you time.

FedEx US Airbill
Express

FedEx
Tracking
Number

8631 9061

1 From

Date

2-25-08

Sender's
Name

Elmer E Jones

Phone

437-650

Company

Jones Gun Sales

Address

508 East 10th

City

The Center

State

TX

Zip

79752-04

2 Your Internal Billing Reference

3 To

Recipient's
Name

Phone

Elmer E Jones
Jones Gun Sales

could not duplicate concern.
Replace TPA, check over, clean
under bolt lock program
Cost \$ 20.00 + S&H Q. W. L.

A6249929

Model: 700



RE00142329

8631 9061 0174