11

#### Remington Arms Co., Inc. Product Service Legal Case #:4148

				Legal Case	<i>n.</i> <b>-1-0</b>							
Case Inform	ation											
RE#	Date Open	ed Date Op	ened(PS)	Dat	e Closed	Incie	dent Da	te	Pre Lit	Lit	Obso	lete
185068	1/7/2010	12/18	3/2009	1/1	2/2010							
Customer In	formation											
Туре	Business	First Name I	.ast Name	St	reet	City	State	Zip	Age	C	ontact	
Reporter	Backwoods	Anthony E	Backwoods		uffalo St. Iox 127	Caddo	OK	74729			)-367-25 -367-25	
Incident		Brandon	Mitchell	407 Ri	issell Rd.	Caddo	OK	74729			)-513-47  -631-59	
Incident Info	ormation											
C PI	laims		Codes			Repair E	st. N	ledical T	reatmer	nt Me	dical St	atus
PD		Cause:4038 C	Could Not Du	unlicate Co	ncern							
S		Concern:1007 F			neem	Unknown						
-	on Safe release		ned off Sule	reneuse								
Firearm Info	ormation											
Mfg	<b>.</b>	Туре	Model	/Ga.	SKU		Serial	Bbl.		DO	М	
Reming	gton	CF/BA	700/204	Ruger	84369	) (	G680990	53 EC	10/2	1/2008 8	8:12:36 F	٧
Date Pure	chased W	Vhere Purchased	Access	ories	Original O	wner						
12/16/2 CONCERN:		ORTS SOUTH LLC			Y							
Ammunition	n Information - N	Sone Defined										
Other Produ	cts Information -	- None Defined										
Settlement												
			Re	mington/7	00/CF/BA							
Sett	lement	Release of Clain	15	Release D	ate	Reimburs	sement	Ca Settle		Reim. Date AP	Da Da	ash ate PV
Replace trig n/c - good	ger assemb. @ dwill gesture										•	
		Repair/Replacem	ent Rep	oair/Repla	cement							

Cost \$48.42

\$48.421/12/201012/18/09: Sending ARS and letter. dmf 1/12/10: Per Fred S. - Could not duplicate concern. Trigger pull set screw altered. I called dealer &<br/>spoke to Tracy Holder. I offered to replace the trigger assembly at no charge as gesture of goodwill. She approved the repair. dmf

Date

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner	]	B.TRAVIS
	Exam Date	]	1/8/2010
Examination	Product Type	]	RF
	Action Type	]	A
	Assigned To	]	F.SUPRY
Cause	4038	Could Not Duplicate Concern	CUST. DOES NOT WANT REPAIR WANTS REPLACEMENT
	Description	]	22" 204 RUG VTR
Ì	Date Code	]	EC

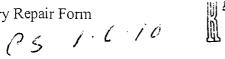
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4148&Type=Case

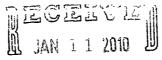
1/12/2010

_		•	
	Bore Plugged	False	
	Bulged	False	]
Barrel	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	]
	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	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
Salety	Function	Like new; Functioning	
	Lift	Select	.012
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	10303	False	
	Condition	Like new; Functioning	
Trigger	Pull	Select	2.5#
TIEECI	Altered	True	TRIG PULL SCREW ALTERED
	Sub-Assembly	X-Mark Pro	

# ' Factory Repair Form

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#### Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 720   Serial Number: 66 30 4462		
Are you the original owner?: 🔀 YES 🗌	NO	
Name: Pronton Midcheli	Date of Puter se:	12-16-64
Address (no PO Boxes): (+0) Russe	il Red	
City: Cashdo	State: @ 1%	Zip: 7472~
Phone (Daytime): 584-513-4249	Fax: 590-367	-2331
E-mail Address: (if e-mail address is provided, sent) backward (shfs g a Hine)	notification of receipt and shipment	
E-mail Address:	s from Remington.	
Satity. Customer Brought G me and it want off I tim wanted like gun replace evented time gun replace	ne in my presents, ed. He area not a	Customer and world nut
500 characters left	Ls Anthony Bac	haveds sporting lies
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:	);	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:	Type: ): Powder Weight:	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:     Case/Hull Used:	Type: ): Powder Weight: Primer Used:	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:     Case/Hull Used:	);	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:     Case/Hull Used:     Bullet Type/Shot Size:	Type: ): Powder Weight: Primer Used:	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:     Case/Hull Used:     Bullet Type/Shot Size:     Firearms Care (Cleaning and Lubrication):	Type: ): Powder Weight: Primer Used: Reloader Used:	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:	Type: Powder Weight: Primer Used: Reloader Used:	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:     Case/Hull Used:     Bullet Type/Shot Size:     Firearms Care (Cleaning and Lubrication):     Brand of cleaning solution used:	Type: Powder Weight: Primer Used: Reloader Used: umber of rounds)	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:     Case/Hull Used:     Bullet Type/Shot Size:     Firearms Care (Cleaning and Lubrication):     Brand of cleaning solution used:     How often do you clean the bore? (Months or Network of the source)     How often do you clean the action? (Months or Network of the source)	Type: Powder Weight: Primer Used: Reloader Used: umber of rounds)	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:     Case/Hull Used:     Bullet Type/Shot Size:     Firearms Care (Cleaning and Lubrication):     Brand of cleaning solution used:     How often do you clean the bore? (Months or Network of the bore)     How often do you clean the trigger assembly? (Network of the bore)	Type: Powder Weight: Primer Used: Reloader Used: umber of rounds)	
500   characters left     Ammunition Information:     Manufacturer:     Other (i.e. bullet weight/type, shot size, powder)     Handload Information:     Powder Used:     Case/Hull Used:     Bullet Type/Shot Size:     Firearms Care (Cleaning and Lubrication):     Brand of cleaning solution used:     How often do you clean the bore? (Months or Networks)	Type: Powder Weight: Primer Used: Reloader Used: umber of rounds) Number of rounds) Months or Number of rounds)	

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Have you revie	wed the cleaning and maintenance recommendations on our web site or in our owners manual?
When was the repairman/guns	ast time that your firearm was serviced by a Remington authorized imith?)
What were the	services performed?)
Ship your INSL	RED firearm by either UPS or Parcel Post to:
Attn: A 14 Hoe	gton Arms Co., Inc. Irms Service Division fler Avenue IY 13357
FIREARM. THIS THEM IN A SEP	DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND ARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND R OF YOUR FIREARM.
FIREARM. THIS THEM IN A SEP SERIAL NUMBE :: Record the set :: Pack your firear ship in a firear :: Remove all ac :: Provide a retur return address :: Ship your INSI	IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND ARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND
FIREARM. THIS THEM IN A SEP SERIAL NUMBE :: Pack your firear ship in a firear :: Remove all ac :: Provide a retur return address :: Ship your INSI damage or los:	IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND ARATE PACKAGE AND INCLUDE NAME. ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND R OF YOUR FIREARM. ial number of your firearm before sending it. Irm for safety and to prevent further damage in shipping and handling. Preferably, n box. (Note: Original boxes may not be returned.) ressories from your firearm to prevent loss or damage. n address on both the outside and inside the box. Shipments without a proper will be refused. JRED firearm by either UPS or Parcel Post. Remington is not responsible for
FIREARM. THIS THEM IN A SEP SERIAL NUMBE :: Pack your firear ship in a firear :: Remove all ac :: Provide a retur return address :: Ship your INS: damage or los: Charge repairs v :: Repairs \$75.00	IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND ARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND R OF YOUR FIREARM. ial number of your firearm before sending it. Imm for safety and to prevent further damage in shipping and handling. Preferably, n box. (Note: Original boxes may not be returned.) sessories from your firearm to prevent loss or damage. n address on both the outside and inside the box. Shipments without a proper will be refused. JRED firearm by either UPS or Parcel Post. Remington is not responsible for a during shipment, so you may elect to purchase insurance from your carrier.

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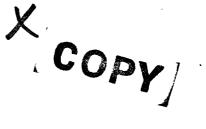
Remington.

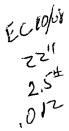
Other Sites

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11/24/2009







December 18, 2009

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圓	JAN	ī	1	2010	JIJ
В	Y:#				

Backwoods Attn: Anthony 131 Buffalo St. PO Box 127 Caddo, OK 74729

Subject: #4148, Model 700, Serial # G6809963

Dear Anthony,

Enclosed is a prepaid UPS shipping label to cover shipment of the rifle to our factory for evaluation. 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.

I apologize for the inconvenience this has caused and hope that this action will keep Mr. Mitchell a loyal Remington customer.

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

> rould Not duplicate concern Trig. pull set screw pltered.

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

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G6809963 Model: 700 RE00185068 **Customer Service Manager** 

Remington Arms Company, Inc.

P O Box 700

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870 Remington Drive

Madison, NC 27025

(voice: 336 548 8710

7 fax: 336 548 7810

™ email: julie.anderson@remington.com <mailto:julie.anderson@remington.com>

8 web www.remington.com <http://www.remington.com/>

No virus found in this incoming message. Checked by AVG - www.avg.com Version: 8.5.427 / Virus Database: 270.14.113/2573 - Release Date: 12/18/09 07:35:00

No virus found in this incoming message. Checked by AVG - www.avg.com Version: 8.5.427 / Virus Database: 270.14.113/2573 - Release Date: 12/18/09 07:35:00

No virus found in this incoming message. Checked by AVG - www.avg.com Version: 8.5.427 / Virus Database: 270.14.113/2573 - Release Date: 12/18/09 07:35:00



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/18/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	xxxxxx
	Ref# 4148 S# G6809963		

### LABEL INFORMATION

MAIL LABEL TO: Backwoods Attn: Anthony 131 Buffalo St. PO Box 127 Caddo, OK 74729 RETURN ITEM TO: Remington Attn: Product Service/Supry Ilion, NY

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

1 OF 1 DEC 18, 2009 ALL CURR USD 4XX596 DI SERVICE GNDCOM TRACKING# 124XX5969067878887 REF 1: BACKWOODS / ANTHONY / CD / DMF REF 2:REF#4148/G6809963 HANDLING CHARGE 0.00 SVC T/P USD SINGLE-PIECE PUB RATE CHRGS: RS 0.50 SD 0.00 DV 0.00 DC 0.00 AH 0.00 COD 0.00 DGD 0.00 PR 0.00 SP 0.00 TOT PUB CHG 8.83 PUB+HANDLING 8.83