

Remington Arms Co., Inc.
Product Service
Legal Case #:4220

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 185353 | 1/8/2010 | 1/11/2010 | 1/11/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|----------------|-----------|--------------|--------------|-------|-------|-----|--|
| Reporter | | Keith & Justin | Barr | 16 Lutz Lane | Port Matilda | PA | 16870 | | H 814-692-5351 E keithb@theprinters.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|------------------------------|---|-------------------|----------------|
| PI | | | | |
| PD | Cause:4015 | Improper Maintenance | | |
| S | Concern:1025 | Unexplained Discharge - No Mention of Safety Position | Unknown | |
| C | Gun went off while unloading | | | |

Customer reported on our repair form - He was hunting and gun would not go on Safe. Unloaded gun-then gun went on Safe. Loaded gun again & when he got back to camp he went to unload the gun & it went off. dmf

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|--------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 700/300 SAUM | 26424 | G6279665 | DW | 9/26/2002 7:10:42 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | JERRY S SPORT CENTER NORT | | U | | | |

CONCERN:FIRED WHILE UNLOADING

Ammunition Information

| Mfg. | Type | Cal./Ga. | SKU | UPC | DOM | Mfg. Code |
|-----------|---------------------|----------|--------|-----|-----|-----------|
| Remington | Core Lokt PSP/65 gr | 300 SAUM | * | | | PR300SM2 |
| Concern | Other | Factory | Reload | | | |
| 0: | | Y | N | | | |

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|-------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Repair @ n/c - goodwill | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$47.23 | 1/14/2010 | | | | |

1/14/10: Per Fred S. - Could not duplicate concern. Trigger & trigger pin rusted, trigger works sluggish. Replace trigger assembly, check over, clean, function test at no charge - goodwill. dmf

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|----------------------|-----------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/11/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4015 | Improper Maintenance | |

| | | | |
|--------------|------------------------|----------------------------|---|
| Barrel | Description | | 24" 300 SAUM |
| | Date Code | | DW |
| | 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 | WORKS SLUGGISH |
| 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 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | ISS | |
| Sear | Lift | ---Select--- | .011 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | TRIG AND PIN RUSTED TRIG WORKS SLUGGISH |
| | Pull | ---Select--- | 8.5# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00185353** Serial: G6279665 Model 700 Center Fire with 24
 inch barrel Caliber: 300 REM SA ULTRA MAG
 Produced: 09/26/2002
 Repairman: **Bruce Travis**
 Status: **Repairing 1/11/2010 10:52:03 AM**

Address Information

Customer: ☒ Received From Return To: ☐ Received From
 Name: **KEITH BARR / JUSTIN BARR**
 Address 1: **16 LUTZ LANE**
 Address 2: **PORT MATILDA** PO Box: **PORT MATILDA**
 City: **PORT MATILDA** State: **PA** Zip Code: **16870** Country: **US**

| Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing |
|---------------------|-------------|----------|--------------------------|--------------------|
| Date | Code | User ID | Desc1 | Desc2 |
| 1/8/2010 10:49:2 | New | baileyrl | Repair Added | |
| 1/8/2010 10:52:4 | Expedite | baileyrl | From: Check In | To: |
| 1/8/2010 12:05:0 | EmailSent | ArmEmail | Repair Received | KEITHB@THEPRINTEF |
| 1/8/2010 12:05:1 | EmailVerify | ArmEmail | Receipt | KEITHB@THEPRINTEF |
| 1/11/2010 10:22 | Maint | Travisbw | Repair Maintenance | Status: Estimating |
| 1/11/2010 10:51 | Estimate | Travisbw | Estimate Update | Status: PartsHold |
| 1/11/2010 10:52 | Repairing | System | Immediate SAP Allocation | |

Repair Search Refresh Close

RECEIVED
 JAN 13 2010

BY:.....

CS 1.7.10

4220

24"
DW 9/02
8.54
.011

Remington.

Factory Repair Instructions

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

| | | | |
|--|--|-----------------------------------|------------|
| Model Number: 700 | | Serial Number: G6279665 | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: KEITH L. BARR./JUSTIN BARR | | Date of Purchase: 2003 | |
| Address (no PO Boxes): 16 LUTZ LAKE RD | | | |
| City: Port Matilda | | State: Pa. | Zip: 16870 |
| Phone (Daytime): -814-883-5351 | | Fax: Email: KEITH@theprinters.com | |
| E-mail Address: Home: 814-692-5351 | | | |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. <u>SURE</u> | | | |
| Please describe your problem: <u>went hunting in morning. shot at deer. missed. put another round in. gun. loaded the rest of the gun. GUN would not go on safe. (unloaded gun. Then. gun. went on safe. - loaded gun. Again hunting the rest of the day. Game back to camp, went to unload gun. & gun. went off. Why. Options - give me my money back or replace it. I know that if you send the same gun back to me it will never be used again.</u> | | | |
| Ammunition Information: | | | |
| Manufacturer: Remington | | Type: 300 Remington SA. Ultra Mag | |
| Other (i.e. bullet weight/type, shot size, powder): | | 165-GR: CORE-LOKT PSP | |
| PR 300 SM 2 | | | |
| Handload Information: <u>N/A</u> (I do not Reload.) | | | |
| Powder Used: | | Powder Weight: | |
| Case/Hull Used: | | Primer Used: | |
| Bullet Type/Shot Size: | | Reloader Used: | |
| Firearms Care (Cleaning and Lubrication): | | | |
| Brand of cleaning solution used: <u>Hoppies</u> | | | |
| How often do you clean the bore? (Months or Number of rounds) <u>EVERY TIME WE USE IT.</u> | | | |
| How often do you clean the action? (Months or Number of rounds) <u>EVERY TIME WE USE IT.</u> | | | |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>EVERY TIME WE USE IT.</u> | | | |
| Brand of lubricant used: <u>Hoppies</u> | | | |

How often do you lubricate the bore? (Months or Number of rounds) -- *THIS GUN IS ON #3 Box of Shells*
How often do you lubricate the action? (Months or Number of rounds) -- *EVERY TIME I USED IT*
How often do you lubricate the trigger assembly? (Months or Number of rounds) -- *EVERY TIME WE USED IT*

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

Comments: *I AM, 56 YEARS OLD - NEVER HAVE I EVER HAD A PROBLEM LIKE THIS! I HAVE OTHER REMINGTON GUNS & NEVER A PROBLEM*

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? -- *MY OTHER GUNS*

What were the services performed? *NEVER HAD TO GO & HAVE SERVICES - DON'T THEM.*

THIS IS ONLY THE THIRD BOX OF SHELLS - IF YOU HAVE QUESTIONS (PLEASE)

Call. -1-814-883-5351 - 1-814-692-5351 Keith L. BARR

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Division

14 Hoefler Ave

Ilion, NY 13357

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND--

ing it.
mage in shipping and handling. Preferably,
e returned.)

oss or damage.
e the box: Shipments without a proper

ost. Remington is not responsible for
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.

*could not duplicate concern
Trig. + Trig. pin rusted, Trig.
works sluggish. Lybacc JPA,
check over, clean AT M/C.
Function test.*

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