

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5432

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 218857 | 1/14/2011   | 12/15/2010      | 1/17/2011   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street            | City    | State | Zip   | Age | Contact                                  |
|----------|----------|------------|-----------|-------------------|---------|-------|-------|-----|--|
| Incident |          | Eric       | Akerlind  | 2021 Leafwood Ln. | Arcadia | CA    | 91007 |     | H 626-446-2219<br>E erqlo@dslextreme.com |

## Incident Information

| Claims | Codes  | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI     |  |             |                   |                |
| PD     | Cause:4006 Altered Adjustments or Components |             | Unknown           |                |
| S      | Concern:1007 Fired on Safe Release           |             |                   |                |
| C      | FSR  |             |                   |                |

Customer called in. Stated that he is a target shooter and a couple of months ago he had a FSR. No damage, No injury. df

## Firearm Information

| Mfg.           | Type                      | Model/Ga.      | SKU            | Serial   | Bbl. | DOM                 |
|----------------|---------------------------|----------------|----------------|----------|------|---------------------|
| Remington      | CF/BA                     | 700/223 REM    | 27491          | G6298361 | LX   | 2/5/2003 6:27:27 PM |
| Date Purchased | Where Purchased           | Accessories    | Original Owner |          |      |                     |
|                | ACUSPORT (MT) CORPORATION | 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 Ilion - Quote to repair |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
|                         |                         |

12/15/10: Sending ARS, ltr, form. df 1/21/11: Per Ilion - Will follow down. TA set screws altered & dirty. Replace TA, clean & test fire @ 1/2 normal charges - quote. Emailed quote to customer. df

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code | Comment   |
|-------------|--------------|------|-----------|
| Examination | Examiner     |      | B.TRAVIS  |
|             | Exam Date    |      | 1/17/2011 |
|             | Product Type |      | RF        |
|             | Action Type  |      | A         |
|             | Assigned To  |      | T.NAGLE   |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5432&Type=Case>

1/21/2011

|                          |                        |                                   |  |
|--------------------------|------------------------|-----------------------------------|--|
| Cause                    | 4006                   | Altered Adjustments or Components |  |
| Barrel                   | Description            |                                   | 26" 223 REM HB                                 |
|                          | Date Code              |                                   | LX   |
|                          | 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; Not Functioning    |  |
|                          | Stock Condition        | Slightly Worn; Functioning        |  |
|                          | Fore End Condition     | ---Select---                      |  |
| Receiver                 | Condition              | Slightly Worn; Functioning        |  |
|                          | Bulged                 | False                             |  |
| Safety                   | Description            |                                   | M/700 SAFETY                                   |
|                          | Function               | Like new; Functioning             |  |
|                          | Sub-Assembly           | ISS                               |  |
| Sear                     | Lift                   | ---Select---                      | .014   |
|                          | Notch                  | Slightly Worn; Functioning        |  |
|                          | Tests                  | Test Fired                        | False  |
| Feeding Test             |                        | False                             |  |
| Trigger                  | Condition              | Slightly Worn; Not Functioning    | WILL FOLLOW DOWN TRIG WILL NOT RETURN PROPERLY |
|                          | Pull                   | ---Select---                      | 1#   |
|                          | Altered                | True                              | SET SCREWS ALTERED                             |
|                          | Sub-Assembly           | M/700 Non-Bolt Lock               |  |
| Non-Remington Components | Description            |                                   | TWO PIECE BASE                                 |

26"  
LX2/03  
1#  
014

COPY

5432

December 15, 2010

Eric Akerlind  
2021 Leafwood Ln.  
Arcadia, CA 91007  
Ph: 626-446-2219

Ref: # 5432

Dear Mr. Akerlind,

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

RECEIVED  
JAN 19 2011

BY: \_\_\_\_\_

enclosure

Serial Number:

G6298361

Model: 700



RE00218857

will follow down. T.A. sets screws  
altered & dirty. replace TPA,  
clean & test fire at 1/2 normal  
cost.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Reset

PS 11537

|  |   |
|--|---|
| Brand of cleaning solution used:   |   |
| How often do you clean the bore? (Months or Number of rounds)  | every 75 rds  |
| How often do you clean the action? (Months or Number of rounds)  | every 75 rds  |
| How often do you clean the trigger assembly? (Months or Number of rounds)  | Same  |
| Brand of lubricant used:   | Hoppe's   |
| How often do you lubricate the bore? (Months or Number of rounds)  | every time I shoot  |
| How often do you lubricate the action? (Months or Number of rounds)  | Same  |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)  | Same  |
| 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?  | ? 6   |
| What were the services performed?  | ? 2   |
| Ship your INSURED firearm by either UPS or Parcel Post to:   |   |
| Remington Arms Co., Inc.<br>Attn: Arms Service Division<br>14 Hoefler Avenue<br>Ilion, NY 13357  |   |
| <input type="checkbox"/> <b>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.</b> |   |
| :: 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   |   |

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.



www.remington.com

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

## ARS LABEL REQUEST FORM

|  |            |                 |        |
|--|------------|-----------------|--------|
| DATE:  | 12/15/2010 | REQUESTED BY:   | Dell   |
| QUANTITY:  | 1          | WEIGHT PER PKG: | 10 lbs |
| <del>PLEASE CHECK ONE</del><br>MEDIA<br>COORDINATOR<br>TO MAIL |            | I WILL MAIL     | XXXXXX |
| DESCRIPTION: Ref # 5432<br>rifle                               |            |                 |        |

## LABEL INFORMATION

|  |
|--|
| MAIL LABEL TO: Eric Akerlind<br>2021 Leafwood Ln.<br>Arcadia, CA 91007<br>Ph: 626-446-2219 |
| RETURN ITEM TO Remington Arms<br>Attn: Product Service<br>Ilion, NY                        |

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

4XX596 DEC 15, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067237082  
REF 1: ERIC AKERLIND/CD/DMF  
REF 2: 5432/RIFLE

|                             |              |         |
|-----------------------------|--------------|---------|
| HANDLING CHARGE 0.00        |              |         |
| SINGLE-PIECE PUB RATE CHRG: |              |         |
| DV 0.00                     | COD 0.00     | RS 0.50 |
| DC 0.00                     | DGD 0.00     | SD 0.00 |
| AH 0.00                     | PR 0.00      | SP 0.00 |
| TOT PUB CHG 11.74           | PUB+HANDLING | 11.74   |









