

Remington Arms Co., Inc.
Product Service
Legal Case #:4973

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212152	12/2/2010	11/4/2010	12/8/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Alvarez	2771 S. Reed St.	Denver	CO	80227		H 720-842-6427 E mike.alvarez@lmco.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				

11/4/10: Customer called in. He saw CNBC. Last year when he dry fired his rifle he had FSR. df As received the firing pin would follow down every time the bolt was closed due to the sear engagement screw being readjusted and the trigger screw being readjusted fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a	A6299531	KI	5/14/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	JC PENNEY CO STATESVILLE NC		Y			

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
		Remington/700/CF/BA				

Per Ilion - Repair under
BLM program

Repair/Replacement Cost	Repair/Replacement Date
\$77.73	12/8/2010

11/4/10: Sending ARS, ltr, form. df 12/8/10: Per Fred S. - As received, follows down due to improper adjustments to the sear & trigger screws. Quote new TA under BLM program. df 12/8/10: Left msg for cust. to call me. df 12/8/10: Customer called. I went over report. He apprvd charges & pd. by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24 in Model 700 7mm Rem Mag caliber
	Date Code		KI
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Like new; Not Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
		Condition	Abused; Not Functioning
Pull		---Select---	not measured
Altered	Trigger	True	Sear screw adjusted giving very little engagement and the trigger screw adjusted causing the trigger
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		One piece scope base, rings, Redfield scope

Suprfl - ILNProd
fmRepairMain
D1102R7XPL
Friday, Dec 3 2010
10:28 AM

RECEIVED
DEC - 2 2010

BY: _____

[COPY]

November 4, 2010

Mike Alvarez
2771 S. Reed St.
Denver, CO 80227
Ph: 720-842-6427

Ref: # 4973

Dear Mr. Alvarez,

Serial
Number:

A6299531

Model: 700



RE00212152

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

enclosure

*As Received follows down due to
improper adjustments to the sear &
trigger screws. Quote new TA
under the bolt lock modification program,
TRAO 12/3/10*

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>3X yr.</u>
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? <u>Never been serviced</u>
What were the services performed? <u></u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<p>Ⓢ 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.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>

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Visit Our Other Websites

Other Sites 

Ref Label
Number:

A6299531

Model: 700



RE00212152

MIKE ALVAREZ
(720) 842-8427
2771 S REED ST
DENVER CO 80227

10 LBS

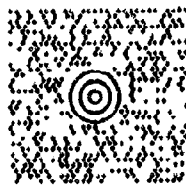
RS

1 OF 1

ES

SHIP TO:

ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOFELER AVE.
ILION NY 13357



NY 135 0-01



UPS GROUND.

TRACKING #: 1Z 4XX 596 90 6526 4052



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: MIKE ALVAREZ/CD/DMF
REF 2: 4973/RIFLE

WS 12.0.17

LP2442 09.0A 10/2010



International Shipping Notice: Cargo hereunder may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping advice call 1-800-752-7022.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
<input type="checkbox"/> MEDIA			
<input type="checkbox"/> COORDINATOR			
<input type="checkbox"/> TO MAIL		<input type="checkbox"/> I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 4973 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Mike Alvarez 2771 S. Reed St. Denver, CO 80227 Ph: 720-842-6427
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 4, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 124XX5969665264052
REF 1: MIKE ALVAREZ/CO/DMF
REF 2: 4973/RIFLE
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
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 10.54 PUB+HANDLING 10.54