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Remington Arms Co., Inc. Product Service Legal Case #:4887

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rmation											
RE# Date Opened		Date Opened(PS)		Date Closed	Inc	Incident Date			Pre Lit Lit		Obsolete
11/	22/2010	10/28/201	0	11/23/2010							
Informatio	n										
Business	First Name	Last Name	Stre	et	City	State	Zip	Age		Cont	act
	Bill	Bennett 3	37230 Fruitland Mesa Rd Cra		Crawford	d CO 81415		H 970-921-3971 E billnsally@outdrs.			
nformation											
		Codes		Rep	air Est.	Med	ical Tr	eatmen	It	Medi	cal Status
	Cause:4038	Could Not Duplic	ate Concern				Unkno	11/17			
	Concern:1007	Fired on Safe Rel	ease				UIKIO	wit			
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Customer of	called in. He st	ated that he had FS	SR some time	ago. Wants to	send gun ir	for rep	air. df				
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fg.	Туре			Model/Ga.		SI	ΚU		Serial	Bb	I. DOM
ngton		CF/BA		700/22-250	700/22-250 REM				671322	5 AV	7 3/9/1979
rchased	Where Purchased			Accesso	_			er			
			VVER CO			•	Y				
N:FSR,SA	FETY UPDAT	E			-						
on Informa	tion - None De	efined									
ducts Inform	mation - None	Defined									
t											
			Reming	gton/700/CF/BA	4						
Settlement	F	Release of Claims	Rel	ease Date	Reimbur	sement					e Cash Date APV
	Re	epair/Replacemen Cost	t Repair	/Replacement Date							
		\$45.23	11	/29/2010							
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	Date 11/ Information Business nformation fg. ngton rchased N:FSR,SA on Information t Settlement n - quote to BLM prog Sending A	Date Opened 11/22/2010 Information Business First Name Bill nformation Cause:4038 Concern:1007 Customer called in. He st formation fg. ngton rchased WHITNE N:FSR,SAFETY UPDAT on Information - None De ducts Information - None De ducts Information - None De t Settlement n - quote to repair BLM program Re	Date Opened 11/22/2010Date Opened 10/28/201InformationInformationBusinessFirst Name Last Name BillBennettaformationCodesCause: 4038Could Not Duplic Concern: 1007 Fired on Safe RelCustomer called in. 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Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/23/2010
Examination	Product Type		RF
-	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	POOR MAINTENENCE
	Description		24" 22-250 REM HB
	Date Code		AV
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
ļ	Muzzle/Crown Condition	Slightly Worn; Functioning	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4887&Type=Case

11/29/2010

Sear

Trigger

Feeding Test

Notch

Tests

Pull

Condition

Altered

Sub-Assembly

	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	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	
Receiver	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.010

False

2.5#

VERY DIRTY, STICKY

SET SCREWS ALTERED

Slightly Worn; Functioning

Slightly Worn; Functioning

Test Fired

---Select---

M/700 Bolt Lock

False

True

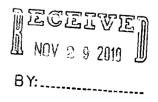
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	Repair Number P	E0021120	22250	46713225 Model 700 (Ce TEM Produced: 03/09/197	9 SKU 20000	Status:	Bruce Travis ApprovalHold 11/247	2010 6.2228	
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	RepäirSean	di j					Refres	h Close	

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COPY ,010

October 28, 2010

Bill Bennett 37230 Fruitland Mesa Rd Crawford, CO 81415 Ph: 970-921-3971

Ref: #4887, Serial# A6713225

Dear Mr. Bennett,

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 boxes with the name "Supry". Mr. Supry 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

> could inot duplicate concern. T.A. dinty + sticky, set sciens altered. Replace TPA, clean + TROTFINE under BLP Ron 10 70.00 + ship

Quate

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





NOTE: Please complete and print this form, and then include	ACH673C14991 Betylin to Brevious Page e it with your firearm.
Model Number: $A2713257001$	D Serial Number: A6713235
Are you the original owner?: YES WNO	
Name: B:11 Berine H	Date of Purchase: 2 1997
Address (no PO Boxes): 37930 Frait/6	
City: (pauford i	State: (() Zip: 8/4/5
Phone (Daytime): 970-92/-3971	Fax: <u>nene</u>
E-mail Address:(if e-mail address is provided, notifical sent)	tion of receipt and shipment will be
E-mail Address: I would like to receive future e-mail updates from R	Remington.
Please describe your problem and date of occurren	
	ا التربية
500 characters left	<u>~</u>
	, H380 - 550r. Hornady VMX
	r, H380 - 55gr. Heinady VMX Type:
Ammunition Information: Rem bross +Cg	Туре:
Ammunition Information: $Prem Bress - 4Cq$ Manufacturer:	Туре:
Ammunition Information: Rem Bross +Cg Manufacturer: Other (i.e. bullet weight/type, shot size, powder): Handload Information:	Туре:
Ammunition Information: $Prin Brinss + 4Cq$ Manufacturer: Other (i.e. bullet weight/type, shot size, powder): Handload Information: Powder Used:38c ²	Туре:
Ammunition Information: Rem brass 40g	Powder Weight: #0.91
Ammunition Information: <u>Be m. Brass</u> + 40g Manufacturer. Other (i.e. bullet weight/type, shat size, powder): Handload Information: Powder Used: <u>If 380</u> Case/Hull Used: <u>Berming ten</u> Bullet Type/Shot Size: <u>Hermaly</u> <u>VMX</u> 55g r.	Type: Powder Weight: #C.gt
Ammunition Information: Rem Bross Acg Manufacturer. Other (i.e. bullet weight/type, shot size, powder): Handload Information: Powder Used: M 386 ² Case/Hull Used: Remington Bullet Type/Shot Size: Hackady VMX 55 gr.	Type: Powder Weight: #C.gt
Ammunition Information: \mathcal{B}_{em} \mathcal{B}_{ris} \mathcal{H}_{eq} Manufacturer:	Type: Powder Weight: #C.gt
Ammunition Information: \mathcal{P}_{em} \mathcal{P}_{eis} <td>Powder Weight: <u>HC.gt.</u> Primer Used: <u>CCT</u> Reloader Used: <u>RCBS r.cKchcKi</u> C-<u>R/C</u> of rounds) <u>2C.3C.icls</u></td>	Powder Weight: <u>HC.gt.</u> Primer Used: <u>CCT</u> Reloader Used: <u>RCBS r.cKchcKi</u> C- <u>R/C</u> of rounds) <u>2C.3C.icls</u>
Ammunition Information: \mathcal{P}_{em} \mathcal{P}_{eis} <td>Type: Powder Weight: Harrison Primer Used: CCI Reloader Used: Recorder Used:</td>	Type: Powder Weight: Harrison Primer Used: CCI Reloader Used: Recorder Used:
Ammunition Information: Brisss - #Cg Manufacturer:	Type: Powder Weight: #C.gt. Primer Used: C.T. Reloader Used: Recorder Used: <
Ammunition Information: \mathcal{P}_{em} \mathcal{P}_{res} \mathcal{P}_{eg} Manufacturer:	Type: Powder Weight: Harrison Primer Used: CCT Reloader Used: Reloader Used: Reloader Used: ACBS ref rounds) Standards Standards Standards Standards Reloader Used: ACBS ref rounds) Standards

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11/24/2009

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*	How often do you lubricate the trigger assembly? (Months or Number of rounds)
	Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
	When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
	What were the services performed?)
	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
	⑦ 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.
	 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.

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Visit Our Other Websites <u>____</u> Other Sites



http://www.remington.com/support/repair_services/factory_repair_form.asp

11/24/2009

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

ARS LABEL REQUEST FORM

DATE:		10/28/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PACKA	(10 lbs
PLEASE CHECKONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 4887 Rifle S# A6713225			

LABEL INFORMATION

MAIL LABEL TO: Bill Bennett 37230 Fruitland Mesa Rd Crawford, CO 81415 Ph: 970-921-3971

RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY

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

1 OF 1 OCT 28, 2010 ALL CURR USD ACT WT 10.0 LBS 4XX596 SVC GNDCOM TRACKING# 124XX5969065427340 REF 1:BILL BENNETT/CD/DMF REF 2:4887 RIFLE/A6713225 HANDLING CHARGE 6.00 SVC T/P USD SINGLE-PIECE PUB RATE CHROS: COD 0.00 RS 0.50 SD 0.00 DV 0.00 DGD 0.00 00 0.00 SP 0.00 AH 0.00 TOT PUB CHG 10.59 PR 0.00 PUB+HANDLING 10.59



