

Remington Arms Co., Inc.
Product Service
Legal Case #:5002

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 211216 | 11/22/2010 | 11/8/2010 | 11/23/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------------|------------|-------|-------|-----|----------------|
| Incident | | Nathan | Corvell | 107 Whispering Wind | Georgetown | TX | 78633 | | H 512-864-0138 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4006 Altered Adjustments or Components | | Unknown | |
| S | Fired on bolt opening Concern:1020 Fired on Bolt Opening | | | |
| C | | | | |

11/8/10 Per call from Corvell, in the '70's, he was standing in the back of the truck and his rifle fired when he touched the bolt. He hasn't used it since.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|----------------|----------------|---------|------|----------|
| Remington | CF/BA | 700/7MM REM MA | n/a | 6372497 | ET | 1/1/1970 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | STRAUS FRANK SAN ANTONIO TX | SCOPE BASE | Y | | | |

CONCERN:FBC

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, replace TPA, clean under BLSM price | | | | | | |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 30.23 | 11/30/2010 |

11/8/10 Mailing box and ARS.cm 11/30/10 Per Ilion, will follow down. Trig assm set screws altered. Trig has no return. Replace TPA, clean and test fire under BLSM price of \$20 + shipping.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------------|--------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/23/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4006 | Altered Adjustments or Components | |
| Barrel | Description | | 24" 7MM REM MAG SS |
| | Date Code | | ET |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |

| | | | |
|--------------------------|------------------------|--------------------------------|---------------------------------|
| | Muzzle/Crown Condition | ---Select--- | |
| 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 | | STANDARD M/700 BOLT LOCK SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .008 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | NO TRIG RETURN |
| | Pull | ---Select--- | 2# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Bolt Lock | |
| Non-Remington Components | Description | | SCOPE BASE |

| frmRInquiry - Repair Inquiry | | <input type="button" value="Print"/> <input type="button" value="Close"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-------------------|---|--|-----------|-------|-------|------------------|-----|----------|--------------|--|------------------|-----------|----------|-----------------|--------|------------------|---------------|----------|---------|--------|-----------------|-------|----------|--------------------|-----------|-----------------|----------|----------|-----------------|-----------|--|--|
| Repair Number | RE00211216 | Serial: 6372497 Model: 700 Center Fire Caliber: 7MM REM MAG | Repairman: Bruce Travis Status: Approval Hold 11/24/2010 6:07:11 AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Repair: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ADDRESS INFORMATION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Customer Name: NATHAN CORBELL Address 1: 107 WHISPERING WIND Address 2: City: GEORGETOWN State: TX Zip Code: 78633 Country: US | | Return To Received from: Name: NATHAN CORBELL Address 1: 107 WHISPERING WIND Address 2: City: GEORGETOWN State: TX Zip Code: 78633 Country: US | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FEL: [] [] [] [] [] [] [] [] | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact / Condition Problems Estimate History / Status Shipping / Billing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>11/22/2010 11...</td> <td>New</td> <td>lopatafl</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>11/22/2010 12...</td> <td>EmailSent</td> <td>AimEmail</td> <td>Repair Received</td> <td>DJN@GI</td> </tr> <tr> <td>11/22/2010 12...</td> <td>EmailVerified</td> <td>AimEmail</td> <td>Receipt</td> <td>DJN@GI</td> </tr> <tr> <td>11/24/2010 5...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: R</td> </tr> <tr> <td>11/24/2010 6...</td> <td>Estimate</td> <td>Travisbw</td> <td>Estimate Update</td> <td>Status: A</td> </tr> </tbody> </table> | | Date | Code | User ID | Desc1 | Desc2 | 11/22/2010 11... | New | lopatafl | Repair Added | | 11/22/2010 12... | EmailSent | AimEmail | Repair Received | DJN@GI | 11/22/2010 12... | EmailVerified | AimEmail | Receipt | DJN@GI | 11/24/2010 5... | Maint | Travisbw | Repair Maintenance | Status: R | 11/24/2010 6... | Estimate | Travisbw | Estimate Update | Status: A | <div style="float: left; width: 45%;"> <input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC </div> <div style="float: right; width: 45%;"> <p style="text-align: center;">Current Status</p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Approval Hold</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">11/24/2010 6:07:11 AM</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Travisbw</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Approve Rack</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Repair Location</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">ILN</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Current Location</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">ILN</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Transfer Number</div> </div> <div style="clear: both;"></div> | |
| Date | Code | User ID | Desc1 | Desc2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11/22/2010 11... | New | lopatafl | Repair Added | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11/22/2010 12... | EmailSent | AimEmail | Repair Received | DJN@GI | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11/22/2010 12... | EmailVerified | AimEmail | Receipt | DJN@GI | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11/24/2010 5... | Maint | Travisbw | Repair Maintenance | Status: R | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11/24/2010 6... | Estimate | Travisbw | Estimate Update | Status: A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="button" value="Repair Search"/> | | <input type="button" value="Refresh"/> <input type="button" value="Close"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

frmREL

RECEIVED
NOV 29 2010

BY _____

5002

24"
ET 10/70
2nd
1008

November 8, 2010

Nathan Corbell
107 Whispering Wind
Georgetown, TX 78633

CORBELL

Subject: #5002, Model 700

Dear Mr. Corvell,

Per our conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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. Please mark the ends of the box with "Product Service".**

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Serial Number:

6372497

Model: 700



RE00211216

will follow down, set screws
tightened. Trigger has no return.
Replace TPA, clean + test fire
under BLP, for \$20.00 + ship

Quote

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

PS 12275

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

| | | | |
|--|----------------|-------------------|-----------|
| Model Number: | 700 ADL | Serial Number: | 6372497 |
| Are you the original owner?: <input checked="" type="checkbox"/> (YES) <input type="checkbox"/> NO | | | |
| Name: | NATHAN CORBELL | Date of Purchase: | 1970 |
| Address (no PO Boxes): 107 WHISPERING WIND | | | |
| City: | GEORGETOWN | State: | TEXAS |
| | | Zip: | 78633 |
| Phone (Daytime): | 512-864-0138 | Fax: | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DJNE@GMAIL.COM DJNE@GMAIL.COM | | | |
| E-mail Address: | | | |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: | | | |
| <p>WAS UNLOADING WHEN GUN FIRED.</p> <p>TOO FAR BACK TO REMEMBER - EARLY 1970's.</p> <p>THIS GUN HAS NOT BEEN USED SINCE THIS MISHAP!!</p> | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: | REMINGTON | Type: | CORE LOCK |
| Other (i.e. bullet weight/type, shot size, powder): 150 GR 7MM MAG. | | | |
| Handload Information: | | | |
| 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: | HOPPE |
| How often do you clean the bore? (Months or Number of rounds) | AFTER EACH USE, WHEN NEEDED |
| How often do you clean the action? (Months or Number of rounds) | |
| How often do you clean the trigger assembly? (Months or Number of rounds) | |
| Brand of lubricant used: | HOPPE |
| How often do you lubricate the bore? (Months or Number of rounds) | |
| How often do you lubricate the action? (Months or Number of rounds) | |
| 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? | |
| <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? | NEVER |
| What were the services performed?) | |
| 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.</p> | |



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|------------------------------------|-----------|---------------------|---------|
| DATE: | 11/8/2010 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: | | | |
| MEDIA COORDINATOR TO MAIL | | I WILL MAIL | |
| DESCRIPTION: 700 6372497 | | | |

LABEL INFORMATION

| | |
|-----------------|---|
| MAIL LABEL TO: | Nathan Corvell 107 Whispering Wind Georgetown, TX 78633 |
| RETURN ITEM TO: | Rem Prod Serv |

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

4XX596 NOV 8, 2010 ALL CURR USD 1 OF 1
SVC CHDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969067722991
REF 1: NATHAN CORVELL/CD/CM
REF 2: 700/6372497

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.54 PUB+HANDL INC 10.54





