

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5500

Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 218315 | 1/10/2011   | 12/28/2010      | 1/11/2011   |               |         |     |          |

Customer Information

| Type     | Business | First Name | Last Name | Street          | City      | State | Zip   | Age | Contact  |
|----------|----------|------------|-----------|-----------------|-----------|-------|-------|-----|--|
| Incident |          | Tony       | DeBruhl   | 8 Oak Terr. Dr. | Asheville | NC    | 28806 |     | H 828-633-2171<br>C 828-674-9064<br>E tdebruhl@yahoo.com |

Incident Information

| Claims | Codes        | Repair Est.           | Medical Treatment | Medical Status |
|--------|--------------|-----------------------|-------------------|----------------|
| PI     |              |                       |                   |                |
| PD     | Cause:4015   | Improper Maintenance  |                   |                |
| S      | Concern:1020 | Fired on Bolt Opening | Unknown           |                |
| C      | FBC          |                       |                   |                |

12/28/10: Customer called in. He stated that he had a FBC last year. No damage, No injury. He saw the tv show. df

Firearm Information

| Mfg.           | Type            | Model/Ga.     | SKU            | Serial  | Bbl. | DOM      |
|----------------|-----------------|---------------|----------------|---------|------|----------|
| Remington      | CF/BA           | 700/25-06 REM | n/a            | 6324078 | AT   | 3/1/1970 |
| Date Purchased | Where Purchased | Accessories   | Original Owner |         |      |          |
|                |                 |               | N              |         |      |          |

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 - Quote to repair under BLM program

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| \$77.90                 | 1/20/2011               |

12/28/10: Sending ARS, ltr, form. df 1/20/11: Per Ilion - Will follow down. TA very dirty & sticky causing parts to work sluggish. Replace TA, clean & test fire under BLM program - quote. I left a message for cust. to call me. df 1/21/11: Customer called. He approved quote to repair. df

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                 | Comment      |
|-------------|--------------|----------------------|--------------|
| Examination | Examiner     |                      | B.TRAVIS     |
|             | Exam Date    |                      | 1/11/2011    |
|             | Product Type |                      | RF           |
|             | Action Type  |                      | A            |
|             | Assigned To  |                      | T.NAGLE      |
| Cause       | 4015         | Improper Maintenance |              |
|             | Description  |                      | 24" 2506 REM |
|             | Date Code    |                      | AT           |
|             | Bore Plugged | False                |              |
|             | Bulged       | False                |              |

|              |                        |                                |   |
|--------------|------------------------|--------------------------------|---|
| Barrel       | 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     | 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; Not Functioning |   |
|              | Stock Condition        | Worn; Functioning              | CRACKED,APPEARS FROM NOT HAVING MAG BOX IN PLACE DURING ASSM SCREW THAT HOLDS MAG BOX IS BROKEN |
|              | Fore End Condition     | ---Select---                   |   |
| Receiver     | Condition              | Slightly Worn; Functioning     |   |
|              | Bulged                 | False                          |   |
| Safety       | Description            |                                | M/700 BOLT LOCK SAFETY  |
|              | Function               | Like new; Functioning          |   |
|              | Sub-Assembly           | Non-ISS                        |   |
| Sear         | Lift                   | ---Select---                   | .007  |
|              | Notch                  | Slightly Worn; Functioning     | BINDS TO SIDEPLATES   |
|              | Tests                  | Test Fired                     | False   |
| Feeding Test | Tests                  | False                          |   |
| Trigger      | Condition              | Slightly Worn; Not Functioning | DIRTY,STICKY.SEAR BINDS TO SIDEPLATES   |
|              | Pull                   | ---Select---                   | 3.5#  |
|              | Altered                | True                           | SET SCREWS ALTERED  |
|              | Sub-Assembly           | M/700 Bolt Lock                |   |

24"  
AT 3/70  
3.5"  
1007

5500

**[COPY]**

December 28, 2010

Tony DeBruhl  
8 Oak Terrace Dr.  
Asheville, NC 28806  
Ph: 828-633-2171

Ref: # 5500

Dear Mr. DeBruhl,

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 13 2011

Serial Number:

**6324078**

Model: **700**



**RE00218315**

will follow down BY:-----  
T.A. very dirty + sticky causing  
parts to work sluggish.  
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](http://www.remington.com)

Print

Reset

|   |                  |                                  |  |
|---|------------------|----------------------------------|--|
| Model<br>Number: <u>700</u>   |                  | Serial<br>Number: <u>6324078</u> |  |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                  |                  |                                  |  |
| Name: <u>Tony DeBRUHL</u>   |                  | Date of Purchase:<br><u>75</u>   |  |
| Address (no PO Boxes):<br><br>  |                  |                                  |  |
| City: <u>Asheville</u>  | State: <u>NC</u> | Zip: <u>28806</u>                |  |
| Phone<br>(Daytime): <u>828 633 2171</u>   |                  | Fax: <u>N/A</u>                  |  |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>T D DeBRUHL @ YAHOO.COM</u> |                  |                                  |  |
| E-mail Address:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.              |                  |                                  |  |
| Please describe your problem and date of occurrence:<br><br><u>When ever you bolt the gun it fires on its own.</u>                |                  |                                  |  |
| .500 characters left  |                  |                                  |  |
| Ammunition Information:   |                  |                                  |  |
| Manufacturer: <u>Hornaday</u>   |                  | Type: <u>25.06</u>               |  |
| Other (i.e. bullet weight/type, shot size, powder):<br><br>   |                  |                                  |  |
| Handload Information: <u>N/A</u>  |                  |                                  |  |
| Powder Used:<br><br>  |                  | Powder Weight:<br><br>           |  |
| Case/Hull Used:<br><br>   |                  | Primer Used:<br><br>             |  |
| Bullet Type/Shot Size:<br><br>  |                  | Reloader Used:<br><br>           |  |
| Firearms Care (Cleaning and Lubrication):<br><br>   |                  |                                  |  |

Brand of cleaning solution used: Remington Gun Oil (spray)

How often do you clean the bore? (Months or Number of rounds) 6 months - 2 Time A Year

How often do you clean the action? (Months or Number of rounds) SAME

How often do you clean the trigger assembly? (Months or Number of rounds) SAME

Brand of lubricant used: SAME

How often do you lubricate the bore? (Months or Number of rounds) SAME

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? >  YES  NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 2 Years Ago

What were the services performed? GENERAL CLEANING

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**

**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.



www.remington.com

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

### ARS LABEL REQUEST FORM

|                                  |            |                 |                   |
|----------------------------------|------------|-----------------|-------------------|
| DATE:                            | 12/28/2010 | REQUESTED BY:   | Dell              |
| QUANTITY:                        | 1          | WEIGHT PER PKG: | 10 lbs            |
| <del>PLEASE CHECK ONE</del>      |            |                 |                   |
| MEDIA<br>COORDINATOR<br>TO MAIL  |            | I WILL MAIL     | <del>XXXXXX</del> |
| DESCRIPTION: Ref # 5500<br>rifle |            |                 |                   |

### LABEL INFORMATION

|   |
|---|
| MAIL LABEL TO: Tony DeBruhl<br>8 Oak Terrace Dr.<br>Asheville, NC 28806<br>Ph: 828-633-2171 |
| 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 28, 2010      ALL CURR USD      1 OF 1  
SVC GND COM      ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066694550  
REF 1: TONY DEBRUHL/CD/DMF  
REF 2: 5500/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 8.78      PUB+HANDLING 8.78











