

Remington Arms Co., Inc.

Product Service

Legal Case #:4897

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 210436 | 11/15/2010  | 10/29/2010      | 11/16/2010  |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street              | City      | State | Zip   | Age | Contact                              |
|----------|----------|------------|-----------|---------------------|-----------|-------|-------|-----|--------------------------------------|
| Incident |          | M. Patrick | Frye      | 650 Cherry Creek Rd | Marquette | MI    | 49855 |     | H 906-362-3689<br>E mpfrye55@att.net |

## Incident Information

| Claims | Codes                                  | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI     |  |             |                   |                |
| PD     | Cause:4038 Could Not Duplicate Concern |             | Unknown           |                |
| S FSR  | Concern:1007 Fired on Safe Release     |             |                   |                |
| C      |  |             |                   |                |

10/29/10 Per call from Frye, he owns 2 700's, one he bought used. In the late '80's he had one of them in the woods and when he lifted it up and took the safety off it fired. His season starts Nov 15th.cm

## Firearm Information

| Mfg.           | Type   | Model/Ga.    | SKU            | Serial   | Bbl. | DOM       |
|----------------|--|--------------|----------------|----------|------|-----------|
| Remington      | CF/BA  | 700/3006 SPR | n/a            | B6404070 | OC   | 7/28/1982 |
| Date Purchased | Where Purchased  | Accessories  | Original Owner |          |      |           |
|                | JERRY SPT MONTDALE PENN BOTTOM HALF OF SEE THRU MOUNTS |              | U              |          |      |           |

CONCERN:FSR

| Mfg.           | Type                            | Model/Ga.     | SKU            | Serial  | Bbl. | DOM      |
|----------------|---------------------------------|---------------|----------------|---------|------|----------|
| Remington      | CF/BA                           | 700/30-06 SPR | n/a            | 6756970 | PY   | 6/1/1974 |
| Date Purchased | Where Purchased                 | Accessories   | Original Owner |         |      |          |
|                | SCOPE BASE,BOTTOM HALF OF RINGS |               | U              |         |      |          |

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, replace TPA, clean at BLSM price, other rifle priced 1/2 normal as goodwill |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 30.23                   | 11/18/2010              |

10/29/10 Emailing letter and ARS.cm 11/18/10 Left a voice message with inspection results and quote. Per Ilion, could not duplicate concern. Trig assm and action very dirty and rusty. Can offer to replace TPA, check over, clean and test under BLSM program price.cm 12/30/10 Spoke with Mr. Frye about the estimate for the 2nd model. It did not have the bolt lock so they did not offer this one at the BLSM price. With both rifles there was a maintenance issue. Spoke with him regarding cleaning the small internal parts and will send him an owner's manual.cm

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code | Comment    |
|-------------|--------------|------|------------|
| Examination | Examiner     |      | F.SUPRY    |
|             | Exam Date    |      | 11/16/2010 |
|             | Product Type |      | RF         |

|                          |                        |                             |                                 |
|--------------------------|------------------------|-----------------------------|---------------------------------|
|                          | Action Type            |                             | A                               |
|                          | Assigned To            |                             | F.SUPRY                         |
| Cause                    | 4038                   | Could Not Duplicate Concern |                                 |
| Barrel                   | Description            |                             | 22" 30-06 SPR                   |
|                          | Date Code              |                             | PY                              |
|                          | Bore Plugged           | False                       |                                 |
|                          | Bulged                 | False                       |                                 |
|                          | Fired                  | False                       |                                 |
|                          | Fired while Obstructed |                             |                                 |
| Bolt                     | Muzzle/Crown Condition | Slightly Worn; Functioning  |                                 |
|                          | Firing Pin             | Slightly Worn; Functioning  |                                 |
|                          | Shroud                 | Slightly Worn; Functioning  |                                 |
|                          | Face                   | Slightly Worn; Functioning  |                                 |
|                          | Handle                 | Slightly Worn; Functioning  |                                 |
| Extractor                | Stop                   | Slightly Worn; Functioning  |                                 |
|                          | Condition              | Slightly Worn; Functioning  |                                 |
|                          | Cut Condition          | Slightly Worn; Functioning  |                                 |
| Locking                  | Ext/Eject Test         | False                       |                                 |
|                          | Block Condition        | ---Select---                |                                 |
|                          | Lug Condition          | Slightly Worn; Functioning  |                                 |
| Overall                  | Notch Condition        | ---Select---                |                                 |
|                          | Exterior Condition     | Slightly Worn; Functioning  | ACTION DIRTY/RUSTY              |
|                          | Stock Condition        | Slightly Worn; Functioning  |                                 |
| Receiver                 | Fore End Condition     | ---Select---                |                                 |
|                          | Condition              | Slightly Worn; Functioning  |                                 |
| Safety                   | Bulged                 | False                       |                                 |
|                          | Description            |                             | STANDARD M/700 BOLT LOCK SAFETY |
|                          | Function               | Like new; Functioning       |                                 |
| Sear                     | Sub-Assembly           | Non-ISS                     |                                 |
|                          | Lift                   | ---Select---                | .015                            |
|                          | Notch                  | Slightly Worn; Functioning  | DIRTY/RUSTY                     |
| Feeding Test             | Tests                  | Test Fired                  | False                           |
|                          |                        | False                       |                                 |
| Trigger                  | Condition              | Slightly Worn; Functioning  | DIRTY/RUSTY                     |
|                          | Pull                   | ---Select---                | 5.5#                            |
|                          | Altered                | False                       |                                 |
|                          | Sub-Assembly           | M/700 Bolt Lock             |                                 |
| Non-Remington Components | Description            |                             | SCOPE BASE,BOTTOM HALF OF RINGS |

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                        | Comment                                      |
|-------------|--------------|-----------------------------|--|
| Examination | Examiner     |                             | B.TRAVIS                                     |
|             | Exam Date    |                             | 12/16/2010                                   |
|             | Product Type |                             | RF   |
|             | Action Type  |                             | A  |
|             | Assigned To  |                             | T.NAGLE                                      |
| Cause       | 4038         | Could Not Duplicate Concern | PHOTOS FOR R#214475 ARE IN A SEPERATE FOLDER |
|             | Description  |                             | 22" 3006 SPR                                 |
|             | Date Code    |                             | OC   |
|             | 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 | RUSTY                          |
|                          | Handle                 | Slightly Worn; Functioning |                                |
|                          | Stop                   | Slightly Worn; Functioning |                                |
| Extractor                | Condition              | Slightly Worn; Functioning |                                |
|                          | Cut Condition          | Slightly Worn; Functioning | DIRTY,RUSTY                    |
|                          | Ext/Eject Test         | False                      |                                |
| Locking                  | Block Condition        | ---Select---               |                                |
|                          | Lug Condition          | Slightly Worn; Functioning |                                |
|                          | Notch Condition        | ---Select---               |                                |
| Overall                  | Exterior Condition     | Slightly Worn; Functioning |                                |
|                          | Stock Condition        | Slightly Worn; Functioning |                                |
|                          | Fore End Condition     | ---Select---               |                                |
| Receiver                 | Condition              | Slightly Worn; Functioning |                                |
|                          | Bulged                 | False                      |                                |
| Safety                   | Description            |                            | STANDARD M/700 SAFETY          |
|                          | Function               | Like new; Functioning      |                                |
|                          | Sub-Assembly           | Non-ISS                    |                                |
| Tests                    | Test Fired             | False                      |                                |
|                          | Feeding Test           | False                      |                                |
| Trigger                  | Condition              | Slightly Worn; Functioning | DIRTY,RUSTY                    |
|                          | Pull                   | ---Select---               | 8#                             |
|                          | Altered                | False                      |                                |
|                          | Sub-Assembly           | M/700 Non-Bolt Lock        |                                |
| Non-Remington Components | Description            |                            | BOTTOM HALF OF SEE THRU MOUNTS |

4897

22"  
0c7/82  
8#  
1010

October 29, 2010

M. Patrick Frye  
650 Cherry Creek Rd  
Marquette, MI 49855

Subject: #4897, 2 x Model 700's

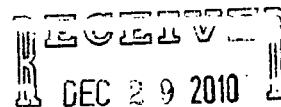
Dear Mr. Frye,

Per our conversation, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 business hours. Please include a copy of the attached 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 "Supry".

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



BY:.....

Serial Number:  
B6404070

Model: 700



RE00214475

could not duplicate concern  
T.A. DIRTY & RUSTY. TRIG. WORKS  
Sluggish. Replace TPA, CLEAN  
& TEST fire at 1/2 normal  
cost.

Q. Loke



RECEIVED  
NOV 17 2010

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

4897

22"  
P-10/74  
S.S.  
1009

October 29, 2010

M. Patrick Frye  
650 Cherry Creek Rd  
Marquette, MI 49855

Subject: #4897, 2 x Model 700's

Dear Mr. Frye,

Per our conversation, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 business hours. Please include a copy of the attached 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 "Supry".

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

Serial Number:  
**6756970**  
Model: **700**



**RE00210436**

could not duplicate concern.  
TRIG. ASSM + ACTION IS VERY  
DIRTY + RUSTY. CAN offer to  
replace TPA, check over, clean  
+ TEST FIRE under bolt lock  
program 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)



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

### ARS LABEL REQUEST FORM

|                                  |                  |                     |         |
|----------------------------------|------------------|---------------------|---------|
| DATE:                            | 10/29/2010       | REQUESTED BY:       | christy |
| QUANTITY:                        | 2                | WEIGHT PER PACKAGE: | 10      |
| <b>PLEASE CHECK ONE:</b>         |                  |                     |         |
| MEDIA                            | Email to him at: |                     |         |
| COORDINATOR                      | mpfrye55@att.net |                     |         |
| TO MAIL                          |                  | I WILL MAIL         |         |
| DESCRIPTION:<br>2 x 700's<br>(2) |                  |                     |         |

### LABEL INFORMATION

|   |   |                  |                  |
|---|---|------------------|------------------|
| MAIL LABEL TO:                            | M. Patrick Frye<br>650 Cherry Creek Rd<br>Marquette, MI 49855 | Email to him at: | mpfrye55@att.net |
| RETURN ITEM TO: Remington Product Service |   |                  |                  |

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 2  
SVC GND COM ACT WT 10.0 LBS  
TRACKING 124XX5969067306897  
REF 1:M PATRICK FRYE/CD/CM  
REF 2:700

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 1.00  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 9.28 PUB+HANDLING 9.28

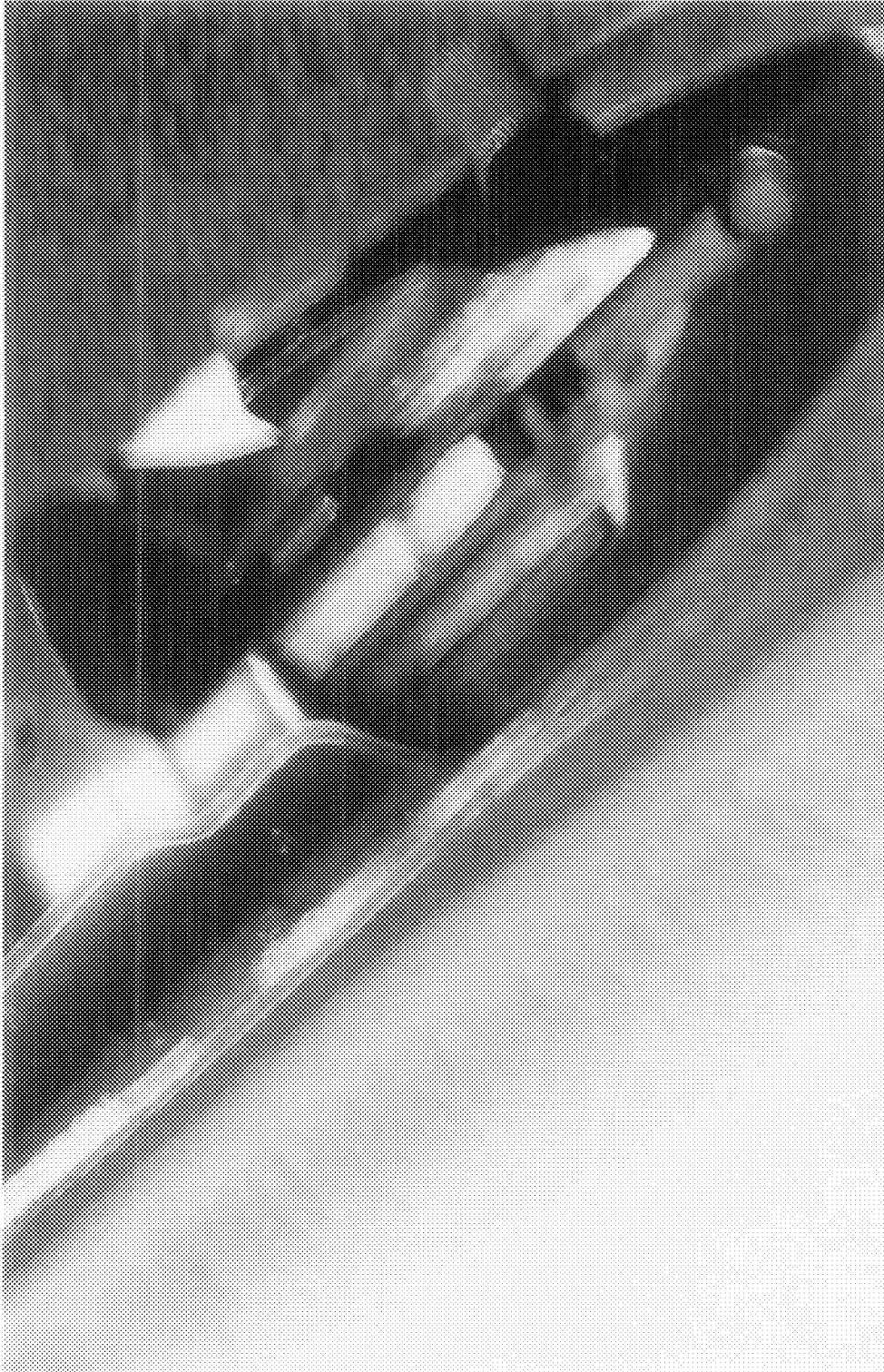
mpfrye55@att.net

4XX596 OCT 29, 2010 ALL CURR USD 2 OF 2  
SVC GND COM ACT WT 10.0 LBS  
TRACKING 124XX5969066394600  
REF 1:M PATRICK FRYE/CD/CM  
REF 2:700

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 1.00  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 9.28 PUB+HANDLING 9.28





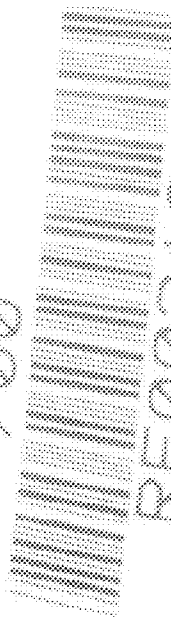






6756970

Model: 700



RE00210436

