

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4661

Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 199846 | 8/4/2010    | 8/10/2010       | 8/10/2010   |               |         |     |          |

Customer Information

| Type     | Business          | First Name | Last Name       | Street                             | City   | State | Zip   | Age | Contact                          |
|----------|-------------------|------------|-----------------|------------------------------------|--------|-------|-------|-----|----------------------------------|
| Reporter | Gun & Bow Outpost | *          | Gun & Bow Outpo | 1161 Lemon Creek Rd.<br>PO Box 117 | Baroda | MI    | 49101 |     | W 269-422-6000<br>F 269-422-1358 |

Incident Information

| Claims | Codes                 | Repair Est.              | Medical Treatment     | Medical Status |
|--------|-----------------------|--------------------------|-----------------------|----------------|
| PI     |                       |                          |                       |                |
| PD     | Cause:4031            | Worn parts or components | Unknown               |                |
| S      | Fired on safe release | Concern:1007             | Fired on Safe Release |                |
| C      |                       |                          |                       |                |

Dealer wrote in a note: Rifle fired when Safety was pushed off. Stated customer purchased rifle brand new. dmf As received the rear trigger pin had moved out of position and was binding the safety arm and bolt stop release. fls

Firearm Information

| Mfg.           | Type                           | Model/Ga.      | SKU            | Serial   | Bbl. | DOM       |
|----------------|--------------------------------|----------------|----------------|----------|------|-----------|
| Remington      | CF/BA                          | 700/7MM REM MA | n/a            | A6898726 | AA   | 7/14/1980 |
| Date Purchased | Where Purchased                | Accessories    | Original Owner |          |      |           |
|                | STREVELL PATERSON SALT LAKE UT |                | U              |          |      |           |

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 |
|------------------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Repair @ n/c - gesture of goodwill |                         |                         |               |                 |                |               |
|                                    | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                    | \$114.73                | 8/16/2010               |               |                 |                |               |

Bolt lock modification at n/c as gesture of goodwill fls.

Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                     | Comment                     |
|-------------|------------------------|--------------------------|-----------------------------|
| Examination | Examiner               |                          | supry                       |
|             | Exam Date              |                          | 8/10/2010                   |
|             | Product Type           |                          | RF                          |
|             | Action Type            |                          | A                           |
|             | Assigned To            |                          | Supry                       |
| Cause       | 4031                   | Worn parts or components | Trigger pin out of position |
| Barrel      | Description            |                          | M/700 7mm Rem Mag 24 inch   |
|             | Date Code              |                          | AA                          |
|             | 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         | True                       |  |
| Locking                  | Block Condition        | --Select--                 |  |
|                          | Lug Condition          | Slightly Worn; Functioning |  |
|                          | Notch Condition        | Slightly Worn; Functioning |  |
| Magazine                 | Condition              | --Select--                 |  |
|                          | Box Condition          | Slightly Worn; Functioning |  |
| Overall                  | Exterior Condition     | Worn; Functioning          |  |
|                          | Stock Condition        | Worn; Functioning          |  |
|                          | Fore End Condition     | --Select--                 |  |
| Receiver                 | Condition              | Slightly Worn; Functioning |  |
|                          | Bulged                 | False                      |  |
| Safety                   | Description            |                            | Model 700 Bolt Lock  |
|                          | Function               | Abused; Not Functioning    |  |
|                          | Sub-Assembly           | Non-ISS                    |  |
| Sear                     | Lift                   | --Select--                 | not measured   |
|                          | Notch                  | Slightly Worn; Functioning |  |
| Pull                     | Condition              | Slightly Worn; Functioning |  |
| Altered                  | Trigger                | --Select--                 | 5 lbs  |
| Sub-Assembly             | Trigger                | False                      | Not altered but a pin out of position was binding the safety and bolt stop release |
| Non-Remington Components | Sub-Assembly           | M/700 Bolt Lock            |  |
| Non-Remington Components | Description            |                            | Scope, rings, and mount  |

Repair Inquiry

Repair Number: **RE00199846**    Serial: **A699726** Model: **700** Center Fire Caliber:    Repairman: **Charles Swanson**  
 Verify Repair    7 MM REM MAG Produced: **07/14/1980**    Status: **Repairing 8/10/2010 11:52:08 AM**

Address Information  
 Customer:    Received From:    Return To:    Received From:  
 Name: **GUN+BOW OUTPOST INC**    **GUN+BOW OUTPOST INC**  
 Address 1: **1161 LEMON CREEK RD PO BOX 117**    **1161 LEMON CREEK RD PO BOX 117**  
 Address 2:    PO Box:    PO Box:  
 City: **BARODA**    **BARODA**  
 State: **MI**    Zip Code: **49101**    Country: **US**    State: **MI**    Zip Code: **49101**    Country: **US**

| Contact / Condition | Problems    | Estimate       | History / Status         | Shipping / Billing |
|---------------------|-------------|----------------|--------------------------|--------------------|
| <b>Date</b>         | <b>Code</b> | <b>User ID</b> | <b>Desc1</b>             | <b>Desc2</b>       |
| 8/4/2010 8:46:48    | Expedite    | pencerl        | From: Check In           | To: Repair         |
| 8/9/2010 9:45:57    | Estimate    | swansonc       | Estimate Update          | Status: Est        |
| 8/10/2010 11:51     | Estimate    | swansonc       | Estimate Update          | Status: Part       |
| 8/10/2010 11:52     | Repairing   | System         | Immediate SAP Allocation |                    |
| 8/10/2010 12:00     | Estimate    | swansonc       | Estimate Update          | Status: Rep        |
| 8/10/2010 12:57     | Estimate    | swansonc       | Estimate Update          | Status: Rep        |
| 8/10/2010 1:38      | Expedite    | pencerl        | From: Repair Bench       | To: Gallery        |
| 8/10/2010 9:20:3    | Expedite    | perrelavc      | From: Gallery            | To: Final In       |

Shipping Hold:     Shipping Hold:   
 InterFace Hold:     Parts Received:   
 Estimate Sent:     Passed Inspection:   
 Return As Received:     Has been Approved:   
 Internal Repair:

Current Status: **Repairing**  
 8/10/2010 11:52:08 AM  
 swansonc  
 Final Inspect:  
 Repair Location:  
 LN:  
 Current Location:  
 LN:  
 Transfer Number:

Repair Search    Refresh    Close

Doing BoltLock modification wlc - found trigger pin out of position causing safe to bind.

FRSD

RECEIVED  
 AUG 12 2010

BY:.....



# TRACKING DOCUMENT

Repair Order Number



|   |  |  |
|---|--|--|
| <b>Repair Order Number</b><br>RE00199846  | <b>Description/Serial Number</b><br>A6898726   | <b>Repairman -</b> Charles Swanson   |
| <b>Account # - R-</b>   | Model 700 Center Fire Caliber: 7 MM<br>REM MAG | <b>Date Received -</b> 8/4/2010  |
|   |  | <b>Estimate Date -</b>   |
|   |  | <b>Current Date -</b> 8/9/2010   |
| <b>Customer</b><br>GUN+BOW OUTPOST INC<br>1161 LEMON CREEK RD PO BOX 117<br>BARODA. MI 49101 US |  | <b>Return To</b><br>GUN+BOW OUTPOST INC<br>1161 LEMON CREEK RD PO BOX 117<br>BARODA. MI 49101 US |
| <b>Phone (H)</b> (269)-422-6000   |  | <b>Fax</b> (269)-422-1358  |
| <b>Phone (W)</b>  |  | <b>Email</b>   |

### Problems

| Reported                  | Found  |
|---------------------------|--|
| M100 SEE CUSTOMERS LETTER | M123 FORWARD TO PRODUCT SERVICE F<br>M992 FIRE WHEN SAFETY WAS REMOVEI |

### Repair

| <u>Material #</u> | <u>MaterialDesc</u> | <u>Quantity Needed</u> | <u>Quantity From Inv</u> | <u>Quantity From Kit</u> | <u>Warranty (Y/N)</u> |
|-------------------|---------------------|------------------------|--------------------------|--------------------------|-----------------------|
| Total:            |                     |                        |                          |                          |                       |

|                |       |       |      |        |         |
|----------------|-------|-------|------|--------|---------|
| Repairman      | Proof | Clean | Test | Target | Pattern |
| Gallery Tester | Date  | Date  | Date | Date   | Date    |

# GUN & BOW OUTPOST, Inc.

**1161 Lemon Creek Road  
Post Office Box 117  
Baroda, MI 49101-0177  
Ph 269/422-6000 Fax 422-1358**

|           |                |
|-----------|----------------|
| DATE      | PACKING LIST # |
| 7/28/2010 | 3531           |

## SERVICE PACKING LIST

SHIP TO

BILLING/MAILING ADDRESS

REMINGTON ARMS COMPANY, Inc.  
Rem. Arm Service, Attn: Service Dept.  
14 Hoefler Avenue  
Ilion, NY 13357  
800/ 243-9700

REMINGTON ARMS COMPANY, Inc.  
Rem. Arm Service, Attn: Service Dept.  
14 Hoefler Avenue  
Ilion, NY 13357  
800/ 243-9700

| R. A. NUMBER | TERMS  | REP | SHIP DATE | SHIP VIA | FOB       | AUTHORIZED BY |
|--------------|--------|-----|-----------|----------|-----------|---------------|
| n/a          | Advise | CFP | 7/28/2010 | Call Tag | our store | Ron           |

| QUANTITY | PART NO. | DESCRIPTION   | PRICE EACH | AMOUNT |
|----------|----------|---|------------|--------|
| 1        | 00079    | Item= REMINGTON 700 BDL Bolt-Action Rifle, 7mm Rem. Magnum Caliber, USED, w/TASCO ESP Rifle Scope mounted.  | 0.00       | 0.00   |
|          | 00005    | FIREARM/BOW/CROSSBOW/SCOPE SERIAL # A6898726  | 0.00       | 0.00   |
|          | 00038    | SERVICE WORK to be performed by Manufacturer, Gunsmith, other Service Personnel or us=<br><br>1. Rifle fired when safety was pushed on/off! Customer DID NOT have his finger on the trigger. Customer purchased this Rifle brand new. PLEASE FIX AND MAKE SAFE ASAP. THANK YOU REMINGTON. | 0.00       | 0.00   |

Serial Number: **A6898726**

Model: **700**



**RE00199846**

*4661*

*Bolt Lock Modification  
n/c - charge 230145  
FREE*

**All items to be Serviced are included in this shipment. PLEASE COMPLETE A.S.A.P. THANK YOU.**

**Total \$0.00**