

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4856

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209639	11/8/2010	10/26/2010	11/9/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cyril M.	Larson	14211 Blackfoot St. NW	Andover	MN	55304		C 763-234-1364 E skip.larson@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

10/26/10: Customer called in. He had FBC last fall while hunting. No injury-No damage. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27482	E6765740	OV	7/24/2001 10:00:39 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	Bought used from a friend	SLING	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 - Replace TA, clean, test @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$47.23	11/10/2010				

10/26/10: Sending ARS, letter, & form. df 11/10/10: Per Fred S. - Could not duplicate concern. Check over, replace TA to restore confidence in rifle, clean & test @ n/c. df 11/11/10: I spoke w/cust. & went over report & repairing @ n/c. He was fine w/our resolution. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		OV
	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	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	ISS	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

frmRepairMain - FGI Repairs
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

frmREInquiry - Repair Inquiry

Repair Number: RE00209639 Serial: E6765740 Model: 700 Center Fire Caliber: 300 Repairman: Bruce Travis  
WIN MAG Produced: 07/24/2001 SKU: 27462 Status: Repairing 11/9/2010 10:26:04 AM  
Verify Repair

ADDRESS INFORMATION

Customer Received from Return To Received from  
Name: CYRIL M. LARSON CYRIL M. LARSON  
Address 1: 14211 BLACKFOOT ST. NW 14211 BLACKFOOT ST. NW  
Address 2: PO Box PO Box  
City: ANDOVER ANDOVER  
State: MN Zip Code: 55304 Country: US MN Zip Code: 55304 Country: US  
FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	UserID	Desc1	Desc2
11/8/2010 12...	EmailSent	ArmEmail	Repair Received	SKIP LA
11/8/2010 12...	EmailVerified	ArmEmail	Receipt	SKIP LA
11/9/2010 8:2...	Maint	Travisbw	Repair Maintenance	Status: F
11/9/2010 10...	Estimate	Travisbw	Estimate Update	Status: F
11/9/2010 10...	Repairing	System	Immediate SAP Allocation	

Shipping Hold  
Interface Hold  
Estimate Sent  
Parts Received  
Passed Inspection  
Return as Received  
Has Been Approved  
Internal Repair  
Exclude TATC

Current Status  
Repairing  
11/9/2010 10:26:04 AM  
System  
Repair Bench  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

supryfl - ILN/Prod frmRepairMain D1102R7XPIL Tuesday, Nov 9 2010 2:07 PM  
start DNS - Desktop frmRepairMain - F... Index - Microsoft... 2:03 PM

let customer know that caliber  
not available in BDL, we will install  
Xmark pro under the bolt lock modification.  
TRD 11/9/10

RECEIVED  
NOV 10 2010

BY:.....

4856

COPY

24"  
7#  
0J 7/0  
1016

October 26, 2010

Cyril M. Larson  
14211 Blackfoot St. NW  
Andover, MN 55304  
Ph: 763-234-1364

Ref: # 4856

Dear Mr. Larson,

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".** Fred 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 not duplicate concern.  
check over, replace TPA to  
restore confidence in rifle,  
clean + test fire at H/C

#230145

Serial Number: E6765740

Model: 700



RE00209639

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)



## Factory Repair Form

Return to Previous Page

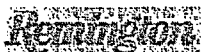
NOTE: Please complete and print this form, and then include it with your firearm.

DV  
11/6

Model Number: <u>700</u>	Serial Number: <u>E6765740</u>
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: <u>CYRIL MAX LARSON</u>	Date of Purchase: <u>10/14/10</u>
Address (no PO Boxes): <u>14211 BLACKFOOT ST. NW</u>	
City: <u>ANDOVER</u>	State: <u>MIN</u> Zip: <u>55304-7405</u>
Phone (Daytime): <u>763-234-1364</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>SKIP.LARSON@COMCAST.NET</u>	
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: <u>DURING RAPID FIRE AS THE BELT CLOSES</u> <u>RIFLE WILL FIRE ALSO WHEN ON SAFETY.</u> <u>REAR SWITCH IS BAD.</u> <u>COND. 11/1/10</u>	
500 characters left	
Ammunition Information: Manufacturer: <u>N/A</u> Type: <u>PS</u> Other (i.e. bullet weight/type, shot size, powder): <u>Would it BE POSSIBLE TO UP GRADE TO A.B.D.L.</u>	
Handload Information: Powder Used: <u>N/A</u> Powder Weight: <u>Model-SAME</u> Case/Hull Used: <u>N/A</u> Primer Used: <u>Cal.</u> Bullet Type/Shot Size: <u>N/A</u> Reloader Used: <u>THANKS</u>	
Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: <u>N/A</u> How often do you clean the bore? (Months or Number of rounds) <u>N/A</u> How often do you clean the action? (Months or Number of rounds) <u>N/A</u> How often do you clean the trigger assembly? (Months or Number of rounds) <u>N/A</u> Brand of lubricant used: <u>N/A</u> How often do you lubricate the bore? (Months or Number of rounds) <u>N/A</u> How often do you lubricate the action? (Months or Number of rounds) <u>N/A</u>	

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? _____
What were the services performed? _____
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p> <p><b>⚠ 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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>

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Other Sites





www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	10/26/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<input checked="" type="checkbox"/> PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4856 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Cyril M. Larson 14211 Blackfoot St. NW Andover, MN 55304 Ph: 763-234-1364
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067008010  
REF 1: CYRIL M LARSON/CD/DMF  
REF 2: 4856/RIFLE  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 PS 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