Remington Arms Co., Inc. **Product Service** Legal Case #:5004

Case Information

RE# **Date Closed Date Opened** Date Opened(PS) Incident Date Pre Lit Lit Obsolete 11/30/2010 11/8/2010 12/6/2010 11/6/2010 211877 Customer Information Type **Business** First Name Last Name Street City Zip Age Contact C 713-705-6248 1714 Hussion F 713-225-1610 Incident John McClain Houston TX 77003 E john@houstonelbow.com

Incident Information

Claims Codes Repair Est. **Medical Treatment** Medical Status

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PD Cause: 4038 Could Not Duplicate Concern Concern: 1007 Fired on Safe Release

Unknown

C FSR

11/8/10: Customer called in. He inherited gun from father. He had FSR on 11/6/10. No damage - No injury. df

Firearm Information

Mfg. Type Model/Ga. SKU Serial Bbl. DOM 700/3006 SPRG Remington CF/BA n/a 6466614 Where Purchased Accessories **Original Owner** Date Purchased J> OSHMAN CO HOUSTON TEX Ν

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Cash Reim. Date Cash Date Release of Claims Release Date Settlement Reimbursement Settlement APV APV

Per Ilion - Repair @

n/c

Repair/Replacement Repair/Replacement Cost Date 12/6/2010 \$114.73

11/8/10: Sending ARS, ltr, form & box. Box order# 1156791. df 12/6/10: Per Fred S. - Install new TA. df 12/6/10: Factory did the repair @ n/c. df

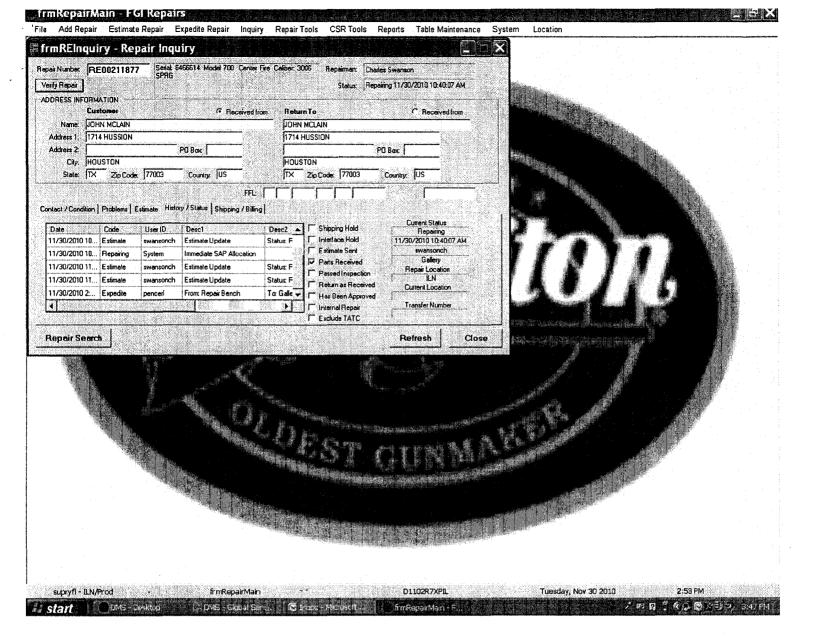
Examination[Remington/CF/BA]

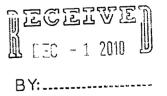
Part	Sub-Part	Code	Comment
Examination	Examiner	]	supry
	Exam Date	]	11/30/2010
	Product Type		RF
	Action Type	]	A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Altered adjustment, some rust
Barrel	Description		21 inch Model 700 3006 caliber
	Date Code		OU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		<del></del>
		1	<del></del>

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5004&Type=Case

12/6/2010

	Muzzle/Crown Condition	Slightly Worn; Functioning		
Bolt	Firing Pin	Worn; Functioning	Bolt body needs to be cleaned and lubed	
	Shroud	Worn; Functioning		
	Face	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	Worn; Functioning		
	Notch Condition	Select		
Managina	Condition	Select		
Magazine	Box Condition	Slightly Worn; Functioning		
Overall	Exterior Condition	Worn; Functioning		
	Stock Condition	Worn; Functioning		
	Fore End Condition	Select		
D:	Condition	Worn; Functioning	Rust visible on receiver	
Receiver	Bulged	False		_
Safety	Description		Model 700 Bolt Lock	
	Function	Slightly Worn; Functioning		_
Sear	Lift	Select	not measured	
	Notch	Slightly Worn; Functioning		
		Condition	Slightly Worn; Functioning	Some rust visible on housing.
Pull	]	Select	4.5 lbs	
Altered	Trigger	True	Set screw have been adjusted outside the factory	
Sub- Assembly		M/700 Bolt Lock		





211877



November 8, 2010

John McClain 1714 Hussion Houston, TX 77003

Ph: 713-705-6248

Ref: #5004

Dear Mr. McClain,



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

enclosure

Bott Lock modification program Install new TA

TRED 11/30/10

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

Print	Reset				
Model	Serial				
Number: Model 700,30-06	Number: 6466614				
Are you the original owner?: 🖺 YES 🔀 NO					
Name: John Mulain	Date of Purchase: Inherited				
Address (no	PO Boxes):	The state of the s			
1714 Hussian					
City: Houston	State: TX	Zip: 77003			
Phone (Daytime): 713-705-6248	Fax: 713-225-1610				
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) John houstone bow.com					
E-mail A					
☑ I would like to receive future ∈	e-mail updates from Re	mington.			
when the safety is position, the rifle anything near the	fired with trigger	out			
Ammunition Information:					
Manufacturer: Winchester Type: Super-X					
Other (i.e. bullet weight/type, shot size, powder): SP 18050					
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:				
How often do you clean the bore? (Months or Number of rounds) Pitter each use				
How often do you clean the action? (Months or Number of rounds) After each Use				
How often do you clean the trigger assembly? (Months or Number of rounds) Never Done This				
Brand of lubricant used: Hoppe's 9				
How often do you lubricate the bore? (Months or Number of rounds)				
How often do you lubricate the action? (Months or Number of rounds) Every Use				
How often do you lubricate the trigger assembly? (Months or Number of rounds) New Done				
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > YES X NO				
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) บังโรงอะท				
What were the services performed?) $N/\mathcal{X}$				
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.



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:	Dell
QUANTITY:		1	1 WEIGHT PER PACKA(10 lbs	
PLEASEIGHECKIONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 5004 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: John McClain
1714 Hussion
Houston, TX 77003
Ph: 713-705-6248

RETURN ITEM TC Remington Arms
Attn: Product Service
Ilion, NY

## PLEASE COMPLETE ALL PARTIS OF THIS FORM, AND SEND TO THE MEDIA COORDINATION ...

4XX596 NOV 8, 2010 ALL CURR USD ACT NT 10.0 LBS 1 OF 1 SVC GNDCOM TRACKINGH 1Z4XX5969065729916 REF 1:JOHN MCCLAIN/CO/DMF REF 2:5004/RIFLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRCS: SVC TZP 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 10.54 PUB+HANDLING 10 54