... rintDisplay rage 1 of 2

Remington Arms Co., Inc. Product Service Legal Case #:5007

				Legal Case #:5007						
Case Inform	nation									
RE#	Date O	pened	Date Opened(PS)	Date Closed	Incid	ient Date	Pr	e Lit	Lit	Obsolete
211250	11/22	/2010	11/8/2010	11/23/2010	11	/7/2010				
Customer In	nformation									
Type	Business	First Name	Last Name	Street	City	State	Zip .	Age	C	ontact
Incident		Ian	Pollard	704 N. Redbud PO Box 275	Concordia	МО	64020	•	H 660	-463-7573
Incident Inf	ormation									
Claims		C	odes	Repair	Est. N	1edical Tr	eatment		Medic	cal Status
PΙ										
PD	(Cause:4015 Im	proper Maintenance			I leden e				
S Concern:1007 Fired on Safe Release			ed on Safe Release	l inknown						
C FSR										
11/8/10: Cu	stomer calle	d in. He stated he	was sighting his rit	fle in on 11/7/10 at th	e range & he	had a FSR	. No dam	age -	No injury	y. df
Firearm Inf										
Mfg.		Туре		Model/		SK		Seri		
Remingt		CF/BA		700/3006 SPRG 2747			E6886	654 EP	10/27/199	
Date Purcl			urchased	Accesso		Original				
CONCERN		NDERS SPORTI	NG GOODS * GLE	N TWO PIECE SC	UPE BASE	Y		····	···	
Ammunitio	n Informatio	n - None Define	i							
Other Produ	ucts Informa	tion - None Defir	ned		•					
Settlement										
			F	Remington/700/CF/B	A					Cl-
Settl	ement	Release of	Claims	Release Date	Reimbur	sement	Cash Settlem		Reim. Date Al	Hate
repair @	- Quote to 1/2 normal arges		,							***

Repair/Replacement Cost Repair/Replacement Date

11/8/10: Sending ARS, ltr, form & box. Box order# 1156949. df 11/29/10: Per Ilion - Improper Maintenance. Will follow down. TA is contaminated w/a dried & sticky lube residue causing parts to work sluggish. Can offer to replace TA, clean & test fire @ 1/2 normal cost quote. df 11/29/10: I left voice mail for customer to call me. I printed out quote & mailed to him. df 12/3/10: Cust. called back in claiming an injury. He did not state that before. I went over report again. Cause - Improper Maint. but we are doing the repair @ 50% disc. as goodwill gesture. No medical. df

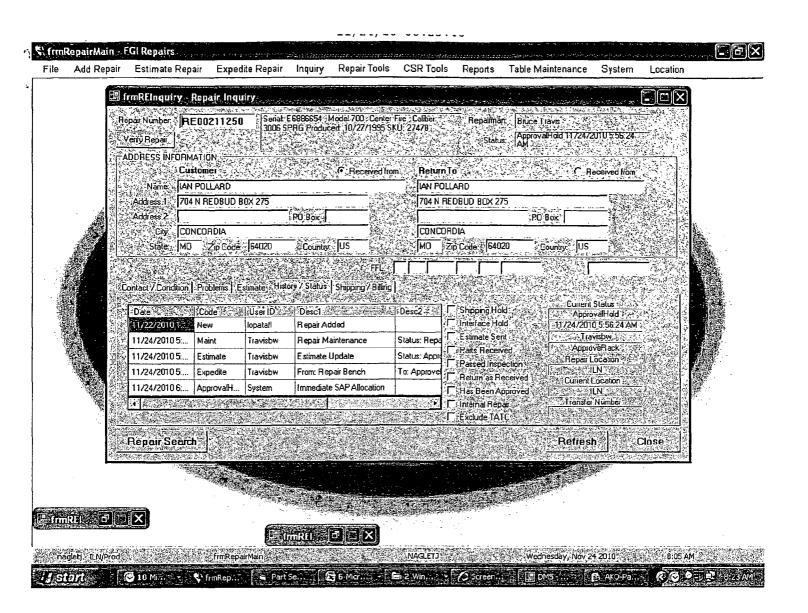
Examination[Remington/CF/BA]

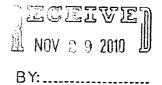
Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/23/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22" 30-06 SPR
	Date Code		EP
Barrel	Bore Plugged	False	
	Bulged	False	
į			

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5007&Type=Case

12/3/2010

1	Fired	False	_ [
	Fired while Obstructed		
	Muzzle/Crown Condition	Select	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKS
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	DIRTY/RUSTY
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.015
Sear	Notch	Slightly Worn; Functioning	DIRTY,STICKY
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	DIRTY,STICKY,RUSTY
T-i-ana	Pull	Select	5#
Trigger	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	<u> </u>
Non-Remington Components	Description		TWO PIECE SCOPE BASE







5007

CON

22" [7/0/9 54 .015

November 8, 2010

Ian Pollard 704 N. Redbud PO Box 275 Concordia, MO 64020 Ph: 660-463-7573

Ref: #5007

Dear Mr. Pollard,

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

E6886654 Model: 700 RE00211250 will follow down T.A. is
contaminated w/ A direct + Sticky
wise residue consing patris to
work singgish. can offer to
replace TPA, examt Test fire
of the cost

Quote

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

Reset

Model Number: 700	Se Number: <i>E 688 6</i>	rial v & S y			
Are you the original owner?: ☑ YES ☐ NO					
Name: Ign B Pollard	Date of Purchase:				
Address (no PO Boxes):					
City: Concordiu State: 10 Zip: 69020					
Phone (Daytime): ししっ - 4しろ・クラクス	Fax: Cell 660-864-4698				
E-mail Address:(if e-mail address is provide be sent) be pollard a century		ipt and shipment will			
E-mail A					
☐ I would like to receive future e			•		
Please describe your proble	5 own 3 Time	S A			
FIRST Shot Went fire	ie. 2nd shot The	Safety would			
not push forward to fire position. Palled the Safety brekto make sure it was off. I re-chambed shell in the burrel. Pushed safety forward & the gunfired. My finger was not do the trisger-ornean it. and time was like the first. Decided to put Rifle tway but one shell was still in the magazine. I used the bolt to eject it. Its I closed the shell into the burrel-the gun fired-in the ground. My Thumb was risped from the recoil of the suffer 500 characters left lever on the 2nd mis fire. I su					
Ammunition Information:					
Manufacturer: - Reministra					
powder): Other (i.e. bullet weight/type, shot size, 30-06 Power point					
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) once yearly after deer season 6 to 10 Rds.	ypica.
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used: Remington spiny only very occasionally	
How often do you lubricate the bore? (Months or Number of rounds) ence yearly with cheaning after season	
How often do you lubricate the action? (Months or Number of rounds) mee yearly after hunting	
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? ➤ YES □ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
What were the services performed?)	
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		
PLEASE CHECKONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXX	
DESCRIPTION:	Ref# 5007 Rifle				

LABEL INFORMATION

MAIL LABEL TO: Ian Pollard
704 N. Redbud
PO Box 275
Concordia, MO 64020
Ph: 660-463-7573

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

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

AXX596 NOV 9, 2010 ALL CURR USD 1 OF 1 SVC GNDCOM ACT HT 10.0 LBS

REF 1:IAN POLLARD/CD/DMF

REF 2:5007/RIFLE

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHROS: SVC T/P USD DV 0.00 COD 0 00 RS 0.56

DC 0.00 DGD 0.00 SD 0.00

TOT PUB CHG 9.45 PUB+HANDLING 9.45





