

Remington Arms Co., Inc.
Product Service
Legal Case #:5515

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219698	1/19/2011	12/31/2010	1/20/2011	12/28/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	Sandy	7220 Walt Ridge Place	Hot Springs	NC	27540		H 919-557-3807 E gayledensandy@aol.com

Incident Information

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

12/31/10: Customer called in. He stated he had FSR this week on 12/28/10. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27508	S6288482	OQ	7/22/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE	TWO PIECE BASE	N			

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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

12/31/10: Sending ARS, ltr, form & box. Box order# 1173711. df 1/24/11: Per Ilion - Could not duplicate concern. TA set screws altered, has rust on safety & bolt stop. Replace TA, clean & test fire @ 1/2 normal cost - quote. df Customer called in apprvd repair & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/20/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 WIN MAG HB SS FL
	Date Code		OQ
	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		M/700 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY,SAFETY WORKS ROUGH MIN TRIG RETURN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

26"
027/9.
3#
013

[COPY]

5515

December 31, 2010

Ken Sandy
7220 Walt Ridge Place
Hot Springs, NC 27540
Ph: 919-557-3807

Ref: # 5515

Dear Mr. Sandy,

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

RECEIVED
JAN 24 2011

enclosure

Serial Number:

S6288482

Model: 700



RE00219698

BY: _____
could not duplicate concern
T.A. set screws altered, HAS
rust on safety + bolt stop.
Replace TPA, clean + test
fire at 1/2 normal cost.

Quate

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

PS 14000

Print

Reset

Model Number: <u>700 300 Win Mag Sendero</u>		Serial Number: <u>56288482</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Ken Sandy</u>		Date of Purchase: <u>Do not remember</u>	
Address (no PO Boxes): <u>7220 Waltridge place</u>			
City: <u>Holly Springs</u>		State: <u>NC</u>	Zip: <u>27540</u>
Phone (Daytime): <u>(919) 557-3807</u>		Fax: <u>N/A</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>gaylekensandy@aol.com</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: <div style="border: 1px solid black; padding: 5px;"> <p>The gun will fire without using the trigger. This happened 2 times last Nov. and 1 time this Dec 22, 2010. I bought the gun used, so I do not know if it has had a trigger job. If it has I would like a new trigger assembly so I will feel safe in using the rifle again. It was also hard to remove and keep the bolt in the gun.</p> </div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>Winchester Supreme</u>		Type: <u>Ballistic Silver tip</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180 gr. 300 win mag.</u>			
Handload Information: <u>N/A</u>			
Powder Used: <u> </u>		Powder Weight: <u> </u>	
Case/Hull Used: <u> </u>		Primer Used: <u> </u>	
Bullet Type/Shot Size: <u> </u>		Reloader Used: <u> </u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Butters Bore Cleaner</u>
How often do you clean the bore? (Months or Number of rounds) <u>as needed</u>
How often do you clean the action? (Months or Number of rounds) <u>as needed</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>as needed</u>
Brand of lubricant used: <u>Hoppe's Solvent + oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>as needed</u>
How often do you lubricate the action? (Months or Number of rounds) <u>as needed</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>as needed</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>never</u>
What were the services performed? <u>none</u>
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
<input checked="" type="checkbox"/> 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. <u>scope bases.</u> :: 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.

Credit Card # + exp-date
REDACTED 5531 3/12



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/31/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5515 rifle			

LABEL INFORMATION

MAIL LABEL TO: Ken Sandy 7220 Walt Ridge Place Hot Springs, NC 27540 Ph: 919-557-3807
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 31, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066744773
REF 1:KEN SANDY/CD/DMF
REF 2:5515/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.24 PUB+HANDLING 8.24







