

Remington Arms Co., Inc.

Product Service

Legal Case #:5472

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 220230 | 1/21/2011 | 12/20/2010 | 1/24/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------------------|----------|-------|-------|-----|----------------|
| Incident | | Scott | Stadler | W279 N 7640 Center Oak Rd | Hartland | WI | 53029 | | H 414-333-9660 |

Incident Information

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

12/20/10 Per call from Stadler, he has a CDL that he bought from Cabela's and has had it fire when releasing the safety.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------------|---------------|----------------|----------|------|---------------------|
| Remington | CF/ | 700/30-06 SPR | 27017 | G6582426 | KA | 5/8/2006 1:51:39 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | CABELA S INC/WAREHOUSE | | Y | | | |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|---|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Per Ilion, replace TPA, clean, test fire at 1/2 normal cost | | | | | | |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| | |

12/20/10 Mailing ARS and box.cm 1/30/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

1/31 Repair no charge as gesture of goodwill.

Examination[Remington/CF/]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|--------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/24/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 24" 3006 SPR |
| | Date Code | | KA |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| | Firing Pin | Slightly Worn; Functioning | |

| | | | |
|--------------|--------------------|----------------------------|---|
| Bolt | 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 | SCRATCHES.DENTS LEFT SIDE OVER TRIG GUARD |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | M/700 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .011 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 5.5# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

24"
KAS/O
S.5t
1011

5472

December 20, 2010

Scott Stadler
W279 N 7640 Center Oak Rd
Hartland, WI 53029

Subject: #5472, Model 700

Dear Mr. Stadler,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 25 2011

BY:.....

Serial Number:

G6582426

Model: 700



RE00220230

could not duplicate concern.
CAN offer to replace TRA, clean
& TEST Rifle at 1/2 normal cost.

Quote

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

PS 14286

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

| | | | |
|---|--|--------------------------------|-------------------|
| Model Number: <u>700CDL</u> | | Serial Number: <u>G6582426</u> | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: <u>Scott A. Stadler</u> | | Date of Purchase: <u>2006</u> | |
| Address (no PO Boxes): <u>W279 N7640 Center Oak Road</u> | | | |
| City: <u>Hartland</u> | | State: <u>WI</u> | Zip: <u>53029</u> |
| Phone (Daytime): <u>414 566 2023</u> | | Fax: <u></u> | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Scott.Stadler@QG.com</u> | | | |
| E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: | | | |
| <p>Gun went off when safety was engaged. <u>No</u> trigger was pulled. Luckily gun was facing a safe direction. I want to have the trigger & safety mechanism replaced with a Remington upgrade.</p> <p>Repeat, gun went off when safety was engaged to fire, no trigger action, no fingers in trigger guard.</p> | | | |
| Ammunition Information: | | | |
| Manufacturer: <u>Remington</u> | | Type: <u>Corelokt 180gr</u> | |
| Other (i.e. bullet weight/type, shot size, powder): <u></u> | | | |
| Handload Information: | | | |
| 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: | Remington Action Cleaner |
| How often do you clean the bore? (Months or Number of rounds) | 10 rounds |
| How often do you clean the action? (Months or Number of rounds) | 30 rounds |
| How often do you clean the trigger assembly? (Months or Number of rounds) | 10 rounds |
| Brand of lubricant used: | Rem Oil |
| How often do you lubricate the bore? (Months or Number of rounds) | 10 rounds |
| How often do you lubricate the action? (Months or Number of rounds) | 30 rounds |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | 10 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 <u>Is none on the website !!! Terrible website !</u> | |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? | |
| <u>Never</u> | |
| What were the services performed? | |
| <div style="display: flex; justify-content: space-between;"> <div> Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357 </div> <div> <u>Replace Safety & trigger Assembly with</u> <u>Remington Upgrade</u> </div> </div> | |
| <p>Ⓢ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.</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> | |



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|------------|-----------------------|---------|
| DATE: | 12/20/2010 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL | | xx I WILL MAIL | |
| DESCRIPTION: 700 | | | |

LABEL INFORMATION

MAIL LABEL TO: Scott Stadler
W279 N 7640 Center Oak Rd
Hartland, WI 53029

RETURN ITEM TO: Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067972702
REF 1:SCOTT STADLER/CD/CM
REF 2:700

| | | | |
|-----------------------------|--------------|-------------|--|
| HANDLING CHARGE 0.00 | | SVC T/P USD | |
| SINGLE-PIECE PUB RATE CHRG: | | | |
| 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 8.78 | PUB+HANDLING | 8.78 | |





