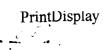
Obsolete



Remington Arms Co., Inc. Product Service Legal Case #:5103

_	* C	. •
('256	Into	rmation

Date Opened

RE#

211906	11/30/20)10	11/16/2010	11/30/2010					
Customer In	formation								
Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Stephenson	3899 Woodman	Trov	MI	48084		H 248-321-7624

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

Date Closed

11/00/0010

Incident Date

Pre Lit

Lit

PΙ

PD Cause:4038 Could Not Duplicate Concern
Unknown

Date Opened(PS)

S Fired when safety released Concern:1007 Fired on Safe Release

C

11/16/10 Per call from Stephenson, he bought his 700 new about 10-12 years ago. He has had an incident in the past where he had it loaded, clicked the safety off and it fired.cm Could not duplicate concern, found excessive amount of oil under the receiver and on the trigger assembly housing fls.

Mfg.	Ty_{l}	pe	Model/Ga.	SKU	J	Serial	Bbl.	DO
Remington	CF/BA		700/30-06	n/a				
Date Purchased	Where Pi	ırchased	Accessories	Original (Owner			
			Y					
munition Information	and the second s		The second secon					
munition Information Mfg.	Type	Cal./Ga.	SKU	UPC	DOM		Mfg. Co	ode
	Type SP/180	Cal./Ga. 30-06	SKU	UPC	DOM		Mfg. Co	de
•	• •		SKU Reload	UPC	DOM		Mfg. Co	ode

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

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

Per Ilion, install new trigger no charge as goodwill

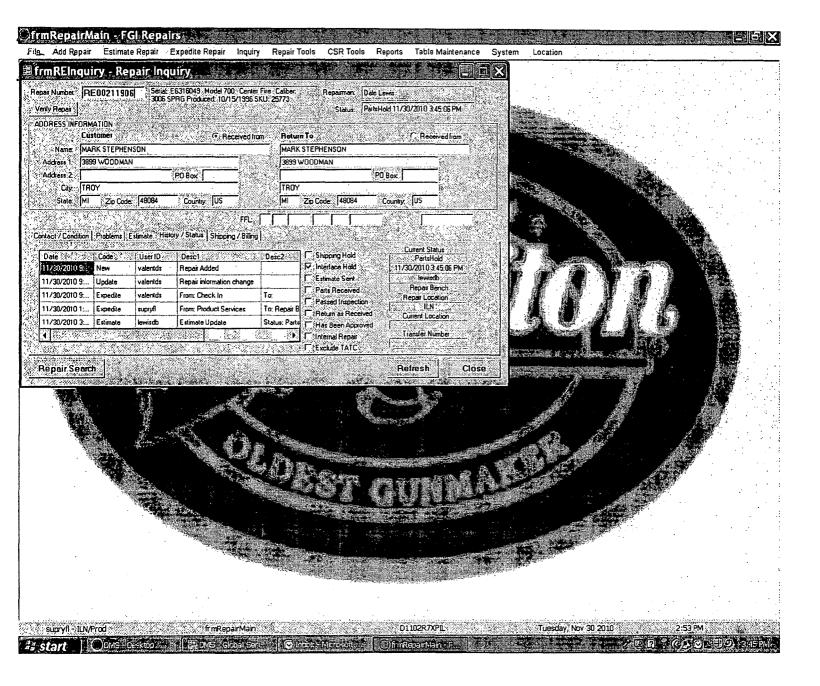
Repair/Replacement Cost Date
59.23 12/7/2010

11/16/10 Mailing box and ARS.cm 12/7/10 Per Ilion, could not duplicate concern. Found excessive amount of oil under receiver and on trigger housing. Install new trigger assm no charge as gesture of goodwill.cm

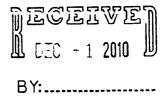
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner]	supry
	Exam Date		11/30/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Found an excessive amount of oil under receiver and on trigger housing
	Description		22 inch Model 700 3006 caliber

, - I, -		_	
	Date Code		EQ
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning] ·
	Handle	Slightly Worn; Functioning	· ·
	Stop	Slightly Worn; Functioning	
	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	
Managina	Condition	Select	
Magazine	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
Safety	Description]	Model 700
Salety	Function	Slightly Worn; Functioning	
	Lift	Select	not measured
Sear	Notch	Slightly Worn; Functioning	
		Condition	Slightly Worn; Functioning
Pull		Select	4.5 lbs
Altered	Trigger	False	
Sub- Assembly		M/700 Non-Bolt Lock	



20.23 59.23





November 16, 2010

Mark Stephenson 3899 Woodman Troy, MI 48084

Subject: #5103, Model 700

Dear Mr. Stephenson,

Per our phone conversation, enclosed is a UPS ground prepaid shipping label. 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".

You should receive the shipping box in the next few days.

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

Sincerely,

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

enclosure

Could not duplicate concern found excessive amount of oil under receiver and on trigger housing.

Thistall new Trigger Assembly N/a as gesture of good will.

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

Model Number: 700	Serial Number: £6316049
Are you the original owner?: X YES NO	
Name: Mark Stephenson	Date of Purchase:
Address (no PO Boxes): 3899 W 00 JM	1aN
city: Troy	State: MI Zip: 48084
Phone (Daytime): 248-321-7624	Fax:
sent) Michelle Stephenson & W	
E-mail Address:	,
I would like to receive future e-mail updates from Her	
Please describe your problem and date of occurrence	
11	I took the safety
OFF GUN FireZ	as Soon as I Clickel
the Sofety. I did	Not fouch the
trigger,	
500 characters left	
Ammunition Information:	180 GR Soft Point
Manufacturer: Remington	Type: Express Core-LokT
Other (i.e. bullet weight/type, shot size, powder):	0-06 conjective rifle
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: Hoppe's
How often do you clean the bore? (Months or Number of rounds) After Thire the gum
How often do you clean the action? (Months or Number of rounds) After I fire the 9
How often do you clean the trigger assembly? (Months or Number of rounds) After I fire the y-
Brand of lubricant used: 140 ppe J
How often do you lubricate the bore? (Months or Number of rounds) AFter T Fire 90 N
How often do you lubricate the action? (Months or Number of rounds) After I Fire gu
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?) Never Service L
What were the services performed?)
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.





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

ARS LABEL REQUEST FORM

DATE:	11/16/2010 REQUESTED BY:	christy	
QUANTITY:	1 WEIGHT PER PACKA	GE:	10
Prever Check Ones.			
MEDIA			
COORDINATOR		XXX	į
TO MAIL	I WILL MAIL		
DESCRIPTION:	•		
	700		

LABEL INFORMATION

MAIL LABEL TO:	Mark Stephenson 3899 Woodman Troy, MI 48084		
RETURN ITEM TO	: Rem Prod Serv Ilion, NY		

IPLEASE COMPLETE ALLEVARITS OF THIS FORM AND SEND TO THE MEDIA COORDINATION:

```
4XX596 NOV 16, 2010 ALL CURR USD SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969065286832 REF 1:MARK STEPHENSON/CD/CM REF 2:700
                                                                 1 OF 1
HANDLING CHARGE 0.00
                                                     SVC T/P USD
SINGLE-PIECE PUB RATE CHRGS:
                                                      RS 0.50
                             COD 0.00
DV 0.00
DC 0.00
                                   0.00
                                                       SD 0.00
                             DGD
                                                      SP 0.00
                            PR
                                     0.00
 AH 0.00
                                     PUB+HANDLING
 TOT PUB CHG 8.20
```