

Remington Arms Co., Inc.

Product Service

Legal Case #:4864

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 219991 | 1/21/2011 | 10/26/2010 | 1/24/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-----------------|---------------|-------|-------|-----|--------------------|
| Incident | | Louis | Toth | 708 Hooksen Cir | West Columbia | SC | 29170 | | E ltoth1@sc.rr.com |

Incident Information

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

10/26/10 Per email sent to Remington site, incident # 101021-000033, Toth alleges he has had his 700 fire when he flips the safety on. It happened a long time ago and he put the rifle up ever since.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-------------------|---------------------------------|----------------|----------|------|----------|
| Remington | CF/BA | 700/270 WIN | 25791 | B6862118 | KH | 5/7/1987 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | HARRISON & CO INC | SCOPE BASE,FRT BOTTOM HALF RING | U | | | |

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, replace trigger plate assm, clean and test fire at 1/2 normal cost. | | | | | | |

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

10/26/10 Sending ARS.cm 1/30/11 Per Ilion, could not duplicate concern. Trigger assm very dirty and sticky parts work sluggish and bind. Replace trigger plate assm, clean and test fire at 1/2 normal cost. Will remove scope base per request. Emailed quote/inspect info to Toth, awaiting reply.cm

1/30 Approved by email

Examination[Remington/CF/BA]

| 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 | POOR MAINTENENCE |
| Barrel | Description | | 22" 270 WIN |
| | Date Code | | KH |
| | 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 | BINDS |
| 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 | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .012 |
| | Notch | Slightly Worn; Functioning | SLUGGISH |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY,STICKY PARTS WORK SLUGGISH AND BIND |
| | Pull | ---Select--- | 7# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | SCOPE BASE,FRT BOTTOM HALF RING |

Remington®

22"
KAS/8
7#
1012

4864

October 26, 2010

Louis Toth
708 Hooksen Cir.
West Columbia, SC 29170

Subject: #4864, Model 700

Dear Mr. Toth,

Regarding your contact with Remington and the incident you incurred, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to 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 "Supry".

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

RECEIVED
JAN 25 2011

BY:.....

Serial
Number:

B6862118

Model: 700



RE00219991

could not duplicate concern
T. A very dirty & sticky parts work
sluggish + BIND. Replaced TR, clean
+ test fire at 1/2 normal cost

Quote

Remove scope base per request

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

PS 14445

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

| | |
|---|--------------------------------------|
| Model Number: <u>REM. 700 BDL</u> | Serial Number: <u>86862118</u> |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | |
| Name: <u>LOUIS L. TOTTH JR.</u> | Date of Purchase: <u>1987</u> |
| Address (no PO Boxes): <u>708 HOOKSLEN CIR.</u> | |
| City: <u>WEST COLUMBIA</u> | State: <u>S.C.</u> Zip: <u>29170</u> |
| Phone (Daytime): <u>(803) 791-5039</u> | Fax: <u></u> |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>LTOTTH1@SC.RR.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: <u>IN THE LATE 80'S I WAS HUNTING AND I WENT TO FLIP THE SAFETY FROM "S" TO "F" AND THE GUN FIRED!</u> <u>I HAVE NOT USED THE RIFLE SINCE.</u> | |
| 500 characters left | |
| Ammunition Information: | |
| Manufacturer: <u></u> | Type: <u></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: | |
| How often do you clean the bore? (Months or Number of rounds) | |
| 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: | |
| How often do you lubricate the bore? (Months or Number of rounds) | |
| How often do you lubricate the action? (Months or Number of rounds) | |
| 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? | |
| <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) | |
| What were the services performed?) | |

COULD YOU
 PLEASE REMOVE
 THE SCOPE
 RING & BASE
 FOR ME.
 THANKS
 (I COULD NOT GET
 IT OFF)



www.remington.com

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: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL | | I WILL MAIL xxxxxx | |
| DESCRIPTION: 700 | | | |

LABEL INFORMATION

| | |
|-----------------|---|
| MAIL LABEL TO: | Louis Toth 708 Hooksen Cir W. Columbia SC 29170 |
| RETURN ITEM TO: | Rem Product Service |

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

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067569381
REF 1: LOUIS TOTH/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 8.74 | PUB+HANDLING | 8.74 | |

4864

| |
|--|
| Reference # 101021-000033 |
| Status Updated |
| Assigned To Administrators Christy - |
| Product Firearms |
| SLA Not specified |
| Queue CSR |
| Date Created 10/21/2010 09:11 AM |
| Initial Response 10/26/2010 02:20 PM |
| Last Updated 10/26/2010 04:11 PM |
| Customer SmartSense +1 (on -3 to +3 scale) |
| Staff SmartSense +1 (on -3 to +3 scale) |

Remington 700**Discussion Thread****Customer (Louie Toth)**

10/26/2010 04:11 PM

My name and address is: Louis Toth
708 Hooksen Cir.
West Columbia, South Carolina, 29170
The rifle's serial no.is B6862118 Remington 700 BDL 270 cal. and I purchased the rifle back in 1987.
Thanks,
Louis

From: Remington Information [mailto:info@remington.com]
Sent: Tuesday, October 26, 2010 2:21 PM
To: ltoth1@sc.rr.com
Subject: Remington 700 [Incident: 101021-000033]

Response (Christy -)

10/26/2010 02:20 PM

Dear Louis, I apologize for the delay in responding. I can send you a prepaid UPS shipping label to pay for shipment to the factory for inspection. Please reply with your mailing and shipping address along with the serial number of your rifle and I will mail that you.

Customer (Louie Toth)

10/21/2010 09:11 AM

To whom it my concern,

I have one of the Remington 700's that fires when you flip the safety off. This happened a long time ago and I have put the rifle up ever since.

My question is, what do I do with the rifle?

Thanks, Louis

Primary Contact**First Name:** Louie**Last Name:** Toth**Organization:****Login:** ltoth1@sc.rr.com**Title:****Contact Type:****Email:** ltoth1@sc.rr.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

| |
|-----------------------------|
| Reference # |
| 101021-000033 |
| Status |
| Unresolved |
| Assigned To |
| Administrators Christy - |
| Product |
| Firearms |
| SLA |
| Not specified |
| Queue |
| CSR |

| |
|-------------------------|
| Date Created |
| 10/21/2010 09:11 AM |
| Initial Response |
| None |
| Last Updated |
| 10/26/2010 10:31 AM |

| |
|----------------------------|
| Customer SmartSense |
| +1 (on -3 to +3 scale) |
| Staff SmartSense |
| 0 (on -3 to +3 scale) |

Remington 700

Discussion Thread

Customer (Louie Toth)

10/21/2010 09:11 AM

To whom it my concern,

I have one of the Remington 700's that fires when you flip the safety off. This happened a long time ago and I have put the rifle up ever since.

My question is, what do I do with the rifle?

Thanks, Louis

Primary Contact

First Name: Louie

Last Name: Toth

Organization:

Login: ltoth1@sc.rr.com

Title:

Contact Type:

Email: ltoth1@sc.rr.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

10/26
Emailed request for
address /ser.#.







