

Remington Arms Co., Inc.

Product Service

Legal Case #:4867

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209057	11/3/2010	10/27/2010	11/4/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Darrel	Tucker	4152 Tesson St	St. Louis	MO	63123		C 314-420-9051 F 314-551-5333

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				

10/27/10 Per phone call, Tucker has 2 700's, one made in the '90's and one in the '80's. He has had two FSR's with the '80's model but never sent it for inspect afterward. He has seen information on the Bolt Lock Program and wants to have the bolt lock removed and for us to check the issue of the FSR.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6891385 WZ	8/20/1975
Date Purchased	Where Purchased	Accessories	Original Owner		
	K MART ENT ROYAL OAK MICHIGAN		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 TPA at BLM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	37.00	11/8/2010				

10/27/10 Faxing ARS.cm 11/8/10 Per Ilion, could not duplicate concern. Check over, Replace TPA, clean and test fire under bolt lock program for \$20.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		WZ
	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	ACTION DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	



**frmREInquiry - Repair Inquiry**

Repair Number: **RE00209057** Serial: 6891385 Model: 700 Center Fire Caliber: 3006 Repairman: Bruce Travis  
 SPRG Produced: 08/20/1975 SKU: 20000 Status: ApprovaHold 11/4/2010 2:44:21 PM

**ADDRESS INFORMATION**

Customer:  Received from  Return To  Received from

Name: **DARREL TUCKER** Address 1: **4152 TESSON ST** Address 2:  PO Box:   
 City: **ST. LOUIS** State: **MO** Zip Code: **63123** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/3/2010 6:3...	New	valentds	Repair Added		<input type="checkbox"/> Shipping Hold
11/3/2010 6:3...	Expedite	valentds	From: Check In	To:	<input type="checkbox"/> Interface Hold
11/3/2010 6:3...	Expedite	valentds	From: Product Services	To:	<input checked="" type="checkbox"/> Estimate Sent
11/4/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: F	<input type="checkbox"/> Parts Received
11/4/2010 2:4...	Estimate	Travisbw	Estimate Update	Status: A	<input type="checkbox"/> Passed Inspection

Return as Received  Has Been Approved  Internal Repair  Exclude TATC

Current Status: ApprovaHold 11/4/2010 2:44:21 PM  
 Travisbw  
 ApprovaPack  
 Repair Location: ILN  
 Current Location: ILN  
 Transfer Number:



RECEIVED  
 NOV - 5 2010  
 BY:.....

# Remington®

October 27, 2010

Darrel Tucker  
4152 Tesson St.  
St. Louis, MO 63123

Subject: #4867, Model 700

Dear Mr. Tucker,

Regarding your contact with Remington and the incident you incurred, you should receive a faxed prepaid UPS ground shipping label for shipment of the firearm to our factory within 24 hours. 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

TRANSMISSION VERIFICATION REPORT

TIME : 10/27/2010 12:00  
NAME :  
FAX : 3365487823  
TEL :  
SER. # : BRO00J148005

DATE, TIME	10/27 12:00
FAX NO. /NAME	13145515333
DURATION	00:00:25
PAGE(S)	02
RESULT	OK
MODE	STANDARD ECM

# Remington®

## FACSIMILE TRANSMITTAL SHEET

To: Darrel Tucker Date: 10/27/10  
Company: \_\_\_\_\_ From: Christy Mitchell  
Fax No.: 314-557-5333 Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:

Please include a copy of my letter with  
your title before shipping.  
Thanks,  
Christy Mitchell

# Remington.

www.remington.com

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

*Handwritten signature*

## ARS LABEL REQUEST FORM

DATE:	10/27/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA	Fax to:		
COORDINATOR	314-551-5333		
TO MAIL		I WILL MAIL	
DESCRIPTION:	700		

## LABEL INFORMATION

MAIL LABEL TO:	Darrel Tucker Fax to him  4152 Tesson St St. Louis, MO 63123
RETURN ITEM TO:	Remington Product Service

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

4XX596      OCT 27, 2010      ALL CURR USD      1 OF 1  
SVC GND COM      ACT WT 10.0 LBS  
TRACKING# 124XX5969067916129  
REF 1: DARREL TUCKER/CD/CM  
REF 2: 700

HANDLING CHARGE 0.00      SVC T/P USD  
SINGLE-PIECE PUB RATE CHRG:      RS 0.50  
DV 0.00      COD 0.00      SD 0.00  
DC 0.00      DGD 0.00      SP 0.00  
AH 0.00      PR 0.00      PUB+HANDLING 8.75  
TOT PUB CHG 8.78

# Remington®

## FACSIMILE TRANSMITTAL SHEET

To:     Darrel Tucker     Date:     10/27/10      
Company: \_\_\_\_\_ From:     Christy Mitchell      
Fax No.:     314-551-5333     Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:

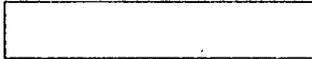
*Please include a copy of my letter with  
your rifle before shipping.  
Thanks,  
Christy Mitchell*

#### PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

OF 1 RETURN SERVICE  
CUSTOMER RECEIPT

SHIP TO:  
PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOEFLER AVE.  
ILION NY 13357



CUSTOMER SERVICE  
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: DARREL TUCKER/CD/CM  
REF 2: 700

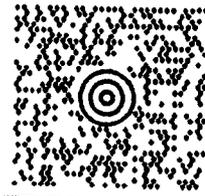
DARREL TUCKER  
4152 TESSON ST.  
SAINT LOUIS MO 63123

10 LBS

1 OF 1

RS

SHIP TO:  
PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOEFLER AVE.  
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6701 6129



IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are named on the attached label/document exclusively for identification purposes. The contract of carriage is between UPS and its customer. There is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collects the goods on behalf of its customer and accepts no liability whatsoever to you or anyone other than its customer for any loss, delay, or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER  
RETURNING THE MERCHANDISE

BILLING: 3RD PARTY  
DESC: FIREARMS  
RETURN SERVICE

UPS GROUND TR#: 1Z 4XX 596 90 6701 6129

REF 1: DARREL TUCKER/CD/CM  
REF 2: 700

HS 12.0.17

LP2442 09.0A 10/2010

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, treaties or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For stopping places, call 1-800-782-7822. United Parcel Service, Louisville, KY

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, treaties or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For stopping places, call 1-800-782-7822. United Parcel Service, Louisville, KY

TRANSMISSION VERIFICATION REPORT

TIME : 10/27/2010 16:00  
NAME :  
FAX : 3365487823  
TEL :  
SER.# : BROCOJ148005

DATE, TIME 10/27 15:59  
FAX NO./NAME 13145515333  
DURATION 00:00:30  
PAGE(S) 02  
RESULT OK  
MODE STANDARD  
ECM

# Remington.

## FACSIMILE TRANSMITTAL SHEET

To: Darrel Tucker Date: 10/27/10  
Company: \_\_\_\_\_ From: Christy Mitchell  
Fax No.: 314-551-5333 Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:

Please include a copy of my letter with  
your rifle before shipping.

Thanks,

Christy Mitchell