

Remington Arms Co., Inc.
Product Service
Legal Case #:5084

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 211917 | 11/30/2010 | 11/15/2010 | 11/30/2010 | 11/11/2010 | | | |

Customer Information

| Type | Business First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|---------------------|-----------|----------------------|---------|-------|-------|-----|---|
| Incident | Joshua | Vincent | 3 Mallison Falls Rd. | Windham | ME | 04062 | | H 207-650-6830 E jvincent@portlandsafe.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 | | | |

11/12/10: Customer called in. He stated on 11/11/10 he had a FSR. No damage - No injury. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------------|-------------|----------------|----------|------|----------|
| Remington | CF/BA | 700/270 WIN | 25771 | C6883247 | | 5/2/1994 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | WAL-MART WAREHOUSE #3R | | Y | | | |

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 - Repair @ n/c - gesture of goodwill | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$62.23 | 12/6/2010 | | | | |

11/15/10: Sending ARS, ltr, form & box. Box order# 1159140. df 12/6/10: Per Fred S. - Could not duplicate concern. Sluggish movement of trigger due to sticky residue. TA had been adjusted. Install new TA @ n/c - gesture of goodwill. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|---|
| Examination | Examiner | | supry |
| | Exam Date | | 11/30/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | Supry |
| | | | Was unable to duplicate concern at bench. |

| | | | | |
|-----------|------------------------|--------------------------------|--|---|
| Cause | 4038 | Could Not Duplicate Concern | However, the trigger movement was very sluggish returning under sear due to sticky residue inside the housing. Also, the trigger had been adjusted outside of the factory. | |
| Barrel | Description | | 22 inch Model 700 270 caliber | |
| | Date Code | | CO | |
| | 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 | Worn; Functioning | | |
| | Cut Condition | Slightly Worn; Functioning | | |
| | Ext/Eject Test | True | | |
| Magazine | Condition | ---Select--- | | |
| | Box Condition | Slightly Worn; Not Functioning | | |
| Overall | Exterior Condition | Worn; Functioning | | |
| | Stock Condition | Abused; Functioning | Large gouge on right side of stock | |
| | Fore End Condition | ---Select--- | | |
| Receiver | Condition | Slightly Worn; Functioning | | |
| | Bulged | False | | |
| Safety | Description | | Model 700 | |
| | Function | Slightly Worn; Functioning | | |
| Sear | Lift | ---Select--- | not measured | |
| | Notch | Slightly Worn; Functioning | | |
| | Trigger | Condition | Abused; Functioning | Sticky residue under bolt stop release and inside trigger housing. Sluggish movement of the trigger |
| Pull | | ---Select--- | 5.25 lbs | |

| | | | |
|--------------|--|---------------------|---|
| Altered | | True | Both front screw have been adjusted outside of the factory. |
| Sub-Assembly | | M/700 Non-Bolt Lock | |



PS 14559

Remington®

November 12, 2010

Joshua Vincent
3 Mallison Falls Rd.
Windham, ME 04062
Ph: 207-650-6830

Ref: # 5084

Dear Mr. Vincent,

Serial Number: C6883247

Model: 700



RE00211917

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, H&R customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Could not duplicate concern,
Sluggish movement of trigger due to
sticky residue. Install new Trigger assembly
N/A as gesture of goodwill.

FRED 11/30/10

Print

Reset

| | | | |
|--|--|--|---|
| Model Number: <input type="text" value="700"/> | | Serial Number: <input type="text" value="C6883247"/> | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: <input type="text" value="Joshua Vincent"/> | | Date of Purchase: <input type="text" value="Aug '94"/> | |
| Address (no PO Boxes): <input type="text" value="3 Mallison Falls Rd"/> | | | |
| City: <input type="text" value="Windham"/> | | State: <input type="text" value="ME"/> | Zip: <input type="text" value="04062"/> |
| Phone (Daytime): <input type="text" value="207-650-6830"/> | | Fax: <input type="text"/> | |
| E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="jvincent@portlandsafe.com"/> | | | |
| 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: <input type="text" value="11/11/10 - loaded rifle and safety would not move from fire to Safe - opened bolt safety would move reloaded Rifle moved safety to fire and rifle discharged trigger was not pressed."/> | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: <input type="text" value="Winchester"/> | | Type: <input type="text" value="Fail safe"/> | |
| Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="140 gr"/> | | | |
| Handload Information: | | | |
| Powder Used: <input type="text"/> | | Powder Weight: <input type="text"/> | |
| Case/Hull Used: <input type="text"/> | | Primer Used: <input type="text"/> | |
| Bullet Type/Shot Size: <input type="text"/> | | Reloader Used: <input type="text"/> | |
| Firearms Care (Cleaning and Lubrication): | | | |

| | |
|--|-----------|
| Brand of cleaning solution used: | |
| How often do you clean the bore? (Months or Number of rounds) | 20-40 rds |
| How often do you clean the action? (Months or Number of rounds) | 20-40 rds |
| 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) | 20-40 |
| How often do you lubricate the action? (Months or Number of rounds) | 20-40 |
| 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 checked="" 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? | |
| 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 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. | |
| :: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|--|------------|--------------------|--------|
| DATE: | 11/15/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PACKAGE | 10 lbs |
| <input checked="" type="checkbox"/> PLEASE CHECK ONE | | | |
| MEDIA COORDINATOR TO MAIL | | I WILL MAIL | XXXXXX |
| DESCRIPTION: Ref# 5084 Rifle | | | |

LABEL INFORMATION

| |
|--|
| MAIL LABEL TO: Joshua Vincent 3 Mallison Falls Rd. Windham, ME 04062 Ph: 207-650-6830 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066053171
REF 1: JOSHUA VINCENT/CD/DMF
REF 2: 5084/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 7.42 PUB+HANDLING SP 0.00 7.42