

Remington Arms Co., Inc.
Product Service
Legal Case #:4961

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 210782 | 11/18/2010 | 11/3/2010 | 11/19/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|---------------------------|------------|-----------------|------------------|---------|-------|-------|-----|----------------|
| Reporter | White Wolf Sporting Goods | --- | White Wolf Spor | 2702 Lebanon Rd. | Manheim | PA | 17545 | | W 717-665-6089 |

Incident Information

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

11/3/10: Dealer called in. His consumer bought a M/700 from him about 30-35 yrs ago and brought it to the store stating that he had experienced a FSR. No damage - No injury. Dealer is not sure if the consumer has kept the gun really clean or not. Sending it in to be repaired. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|----------------|----------------|---------|------|-----------|
| Remington | CF/BA | 700/7MM REM MA | n/a | 6810022 | XY | 12/1/1974 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | | | U | | | |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|-----------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Quote to repair | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$54.60 | 11/29/2010 | | | | |

11/3/10: Sending ARS, ltr, form. df 11/29/10: Per Ilion - Could not duplicate concern. TA dirty. Can offer to replace TA, clean & test fire under BLM program - Quote. df 11/29/10: I spoke w/dlr & they mailed payment on 11/26. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|-----------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/19/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 24" 7MM REM MAG |
| | Date Code | | XY |
| | 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 | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD M/700 BOLY LOCK SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Tests | Test Fired | False | |
| | Feeding Test | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY |
| | Pull | ---Select--- | 7# |
| | Altered | False | |
| | Sub-Assembly | M/700 Bolt Lock | |

frmREInquiry - Repair Inquiry

Repair Number: **RE00210782** Serial: 6810022 Model 700 Center Fire Caliber 7
MM REM MAG L/H Repairman: Status: Repairing 11/19/2010 3:10:05 PM

Verify Repair

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☐ Received from

Name: **WOLF'S SPORTING CENTER** **WOLF'S SPORTING CENTER**

Address 1: **2702 LEBANON RD.** **2702 LEBANON RD.**

Address 2: PO Box: PO Box:

City: **MANHEIM** **MANHEIM**

State: **PA** Zip Code: **17545** Country: **US** **PA** Zip Code: **17545** Country: **US**

FFL: **8 23 071 01 3J 01402 052013**

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date | Code | User ID | Desc1 | Desc2 | Shipping Hold | Current Status |
|------------------|--------|----------|---------------------------|--------------|---|-----------------------|
| 11/18/2010 7:... | New | lopateff | Repair Added | | <input type="checkbox"/> Shipping Hold | Repairing |
| 11/18/2010 7:... | Update | lopateff | Repair information change | | <input type="checkbox"/> Interface Hold | 11/19/2010 3:10:05 PM |
| 11/19/2010 3:... | Maint | Travisbw | Repair Maintenance | Status: Repa | <input type="checkbox"/> Estimate Sent | lopateff |
| | | | | | <input type="checkbox"/> Parts Received | Repair Bench |
| | | | | | <input type="checkbox"/> Passed Inspection | Repair Location |
| | | | | | <input type="checkbox"/> Return as Received | ILN |
| | | | | | <input type="checkbox"/> Has Been Approved | Current Location |
| | | | | | <input type="checkbox"/> Internal Repair | ILN |
| | | | | | <input type="checkbox"/> Exclude TATC | Transfer Number |

Repair Search Refresh Close

RECEIVED
NOV 22 2010
BY:

4961

COPY

24"
XY 12/75
7A
1007

November 3, 2010

White Wolf Sporting Goods
2702 Lebanon Rd.
Manheim, PA 17545
Ph: 717-665-6089

Ref: # 4961

Dear Dealer,

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 customer.

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

Serial Number:

6810022

Model: 700



RE00210782

could not duplicate concern.
TRNG. ASSM Dirty. can not be
To replace TPA, clean & test
Fire under BCP Ron \$20.00
+ ship

Quote

TAX NO. 36-06732

WOLF'S SPORTING CENTER

GUNS - AMMUNITION - ARCHERY EQUIPMENT

WHOLESALE - RETAIL

2702 Lebanon Road, Manheim, PA 17545

DATE 11-5 10
Nº 28733

Customer:

Samuel Kulp

Phone# 717. 626 2422

TERMS: Net - 1-1/2% Added After 30 Days - 18% Annual.

| Quantity | Amt. | Description | Price | Price |
|----------|------|--|-------|-------|
| | | Dear Sir, | | |
| | | Enclosed is a 700 | | |
| | | 7mm mag Scr# 6810022 | | |
| | | I sold to customer 30 yrs ago. | | |
| | | After he closed bolt & released safety | | |
| | | the gun went off. | | |
| | | Another time he was putting a bullet | | |
| | | in closed bolt it went off & blew | | |
| | | floor plate out. | | |
| | | We appreciate you looking at this | | |
| | | gun, and returning it as soon as | | |
| | | possible. | | |
| | | Thanks | | |
| | | Carl F. Wolf | | |

| | | | |
|---|--|----------------------------------|-------------------|
| Model Number: 700 | | Serial Number: 6810022 | |
| Name: Wolf's Sporting Center | | Date of Purchase: | |
| Address (no PO Boxes): 2702 Lebanon Rd. | | | |
| City: Manheim | | State: Pa | Zip: 17545 |
| Phone (Daytime): 717-665-6089 | | Fax: | |
| E-mail Address: | | | |
| Please describe your problem: After customer closed bolt & released safety the gun went off. Another time he was putting a bullet in, closed bolt it went off & blew floor plate out. 500 characters left | | | |
| NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. | | | |
| <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. :: 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. <div style="text-align: center;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div> | | | |



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---------------------------------|-----------|---------------------|--------|
| DATE: | 11/3/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 lbs |
| PLEASE CHECK ONE | | | |
| MEDIA COORDINATOR TO MAIL | | I WILL MAIL | XXXXXX |
| DESCRIPTION: Ref# 4961 Rifle | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: White Wolf Sporting Goods 2702 Lebanon Rd. Manheim, PA 17545 Ph: 717-665-6089 |
| 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 4, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067416867
REF 1: WHITE WOLF SPT GDS/CD/DMF
REF 2: 4961/RIFLE

| | | | |
|-----------------------------|----------|-------------------|--|
| 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 | DCD 0.00 | SD 0.00 | |
| AH 0.00 | PR 0.00 | SP 0.00 | |
| TOT PUB CHG 7.42 | | PUB+HANDLING 7.42 | |







