

Remington Arms Co., Inc.
Product Service
Legal Case #:5161

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219692	1/19/2011	11/22/2010	1/20/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gerrells Spt Ctr	Kevin Smith	Gerrells Spt Ct	415 4th St. NE	Devil's Lake	ND	58301		W 701-662-8133 F 701-662-2495

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1028	Fired With Safe ON	Unknown	
C	Fired with Safe on			

11/22/10: Dealer called in & spoke to Deborah Lankford in Customer Service. She asked me to contact dealer. I spoke to Kevin Smith @ store. He stated that customer brought rifle to them claiming that it fired with safe on. Dealer will send rifle in for the customer. He did not have the serial number with him. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84371	G6714635	XB	12/23/2007 7:19:52 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/1/2009	ACUSPORT (OH) CORPORATION	SCOPE BASE	U			

CONCERN:FSO

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 - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$47.40	1/24/2011				

11/22/10: Sending ARS, ltr, form. df 1/24/11: Per Ilion - Could not duplicate concern. TA has some foreign debris under sear. As a goodwill gesture to restore confidence in rifle will fit new TA, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/20/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN VTR FL
	Date Code		XB
	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		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	False		
Trigger	Condition	Slightly Worn; Functioning	DIRTY,DEBRIS UNDER SEAR SAFE WORKS OKAY BUT FEELS ROUGH GOING ON
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE BASE

22"
X13 12/09
5#
009

COPY

5161
November 22, 2010

Gerrells Sport Ctr.
Attn: Kevin Smith
415 4th St. NE
Devil's Lake, ND 58301
Ph: 701-662-8133

Ref: # 5161

Dear Kevin,

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

RECEIVED

JAN 24 2011

BY:

Serial
Number:

G6714635

Model: 700



RE00219692

could not duplicate CONCERN
T119. ASSM. has some FOREIGN
Rebzis under seal. AS A GOOD-will
Gesture to restore confidence in
Rifle will fit new TPA, clean +
Test Fire at N/C

#230145

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

PS 15416

Print

Reset

Model Number: <u>700 VTR</u>		Serial Number: <u>G6714635</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Chris Jaeger</u>		Date of Purchase: <u>October 2009?</u>	
Address (no PO Boxes): <u>415 4th St NE</u>			
City: <u>Devils Lake, ND</u>		State: <u>ND</u>	Zip: <u>58301</u>
Phone (Daytime): <u>701-662-8133</u>		Fax: <u>701-662-2495</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>hunter58301@gmail.com</u>			
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: <u>Rifle has fired while on safe</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type: <u>Power Shock</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150gr Soft Point</u>			
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: <u>Hoppes</u>
How often do you clean the bore? (Months or Number of rounds) <u>100 rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>—</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>—</u>
Brand of lubricant used: <u>—</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>—</u>
How often do you lubricate the action? (Months or Number of rounds) <u>—</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>—</u>
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?) <u>N/A</u>
What were the services performed?) <u>N/A</u>
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:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5161 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Gerrells Sport Ctr.
Attn: Kevin Smith
415 4th St. NE
Devil's Lake, ND 58301
Ph: 701-662-8133

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 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066147669
REF 1: GERRELLS SPORT CTR/KEVIN S/CD/DMF
REF 2: 5161/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
		SP 0.00
TOT PUB CHG 9.45	PUB+HANDLING	9.45







