Remington Arms Co., Inc. **Product Service** Legal Case #:5370

Case Information

Date Opened(PS) **Date Closed Incident Date** RE# **Date Opened** Pre Lit Lit Obsolete 216404 12/28/2010 12/9/2010 1/12/2011

Customer Information

Business First Name Last Name Street City State Zip Age Contact Type H 208-946-7160 20 E. Lake View Blvd Priest River Iricident Paul Glazier ID 83856 E Paul-Glazier66@gmail.com

Incident Information

Claims Codes **Medical Treatment Medical Status**

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PD Cause:4038 Could Not Duplicate Concern

Unknown

S Fired on safety release

Concern: 1007 Fired on Safe Release

C

12/9/10 Paul bought this rifle new last Fall and it has fired when the safety was released 3 times. He has made no alterations to it.cm

Firearm Information

Model/Ga. SKU **DOM** Mfg. Type Serial Bbl. 700/300 RUM S6689045 KD Remington CF/BA 27140 5/14/2009 7:52:27 AM

Date Purchased

Where Purchased

Original Owner Accessories

10/1/2009

ACUSPORT (OH) CORPORATION

Y

CONCERN:FSR.INJURY

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Cash Reim. Date Cash Date Settlement Release of Claims Release Date Reimbursement Settlement APV

Replace with a new 27140

Repair/Replacement Cost Repair/Replacement Date

229.00

1/12/2011

12/9/10 Mailing ARS.cm 1/12/11 Left message for him to call me regarding resolution.cm 1/12/11 Per call with Glazier, he has no faith in this rifle, he would like it replaced. Ordering a new 27140 to replace it.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
!	Exam Date		1/5/2011
Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		26" 300 RUM
	Date Code		KD
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

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Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	ACTION DIRTY
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		XMP SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.012
Sear	Notch	Like new; Functioning	
	T	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	DIRTY
	Pull	Select	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

X

5370

26" XDE/C

December 9, 2010

Paul Glazier 20 E. Lakeview Blvd Priest River, ID 83856

Subject: #5370, Model 700

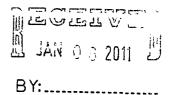
Dear Mr. **G**lazier,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at 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 "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com









Model Number: 700	Serial Number: 56689045
Are you the original owner?: YES NO	
Name: Pau Glozier «	Date of Purchase: 10-1-09 ?
Address (no PO Boxes): 20 E Lake V	iew BlVD
City: Prést River	State: TDAHO Zip: 83856
Phone (Daytime): 208-946-7160	Fax:
E-mail Address:(if e-mail address is provided, notification	
E-mail Address:	T. CON
I would like to receive future e-mail updates from Rer	<u> </u>
Appeximately 9 Rounds Howith No Problems. 7 ro this year (2010) All di and 3 of those rounds of safety from the safe position The Picture is From miss Fire	wrough Gun in 09 unds through Gunt, uring Hunting Season we from Flipping the on to the Fire Position.
Ammunition Information:	
Manufacturer: Reming ton	Type: 180 Gr. Scirocco Bonder
Other (i.e. bullet weight/type, shot size, powder): 30	Remington Ultra Mag.
Handload Information:	· · · · · · · · · · · · · · · · · · ·
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:



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

ARS LABEL REQUEST FORM

DATE:	12/9/2010 REQUESTED BY:	christy	
QUANTITY:	1 WEIGHT PER PAC	CKAGE:	10
HIBYAB BAHBAK QINE		''	
MEDIA			
COORDINATOR			
TO MAIL	I WILL MAIL	XX	
DESCRIPTION:			
	700		
S6689045			

LABEL INFORMATION

MAIL LABEL TO:	Paul Elazier 20 E. Lakeview Blvd Priest River, ID 83856		
RETURN ITEM TO	: Rem Prod Serv		

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

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### AXX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067021284
REF 1:PAUL ELAZIER/CD/CM
REF 2:700/S6689045

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
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 11.74 PUB+HANDLING 11.74
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