

Remington Arms Co., Inc.
Product Service
Legal Case #:4826

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
208626	11/4/2010	10/22/2010	11/5/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Halstead	8008 NW 19th St	Oklahoma City	OK	73127		H 405-495-2305

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S FOBC	Concern:1008 Fired on Bolt Closing			
C				

10/22/10 Per call from Halstead, it has fired on bolt closing in the past. He has been adjusted twice because when he locks the bolt down it fires.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27318	S6650372	CC	4/22/2008 3:09:48 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	PACIFIC FLYWAY WHOLESALE	SCOPE BASE,RINGS AND SCOPE	Y

CONCERN:FBC

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, test at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

10/22/10 Faxing ARS to send to factory.cm 11/9/10 Per Ilion, could not duplicate concern. Trig assm set screws altered. Trig will not return properly. Check over, replace TPA, clean & test fire at 1/2 normal charges.cm

1 1/2 Halstead approved by phone w/ Anne Harper.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/5/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 300 RUM HB SS FL
	Date Code		CC
	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 XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED, TRIG WILL NOT RETURN PROPERLY
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE BASE, RINGS AND SCOPE

D183655XPL Thursday, Nov 4 2010 10:00 AM

RE00208626

could not duplicate concern
TRIG. ASSM. set screws altered.
TRIG. will not return properly.
check over, replace TPA, clean &
test File A + 1/2 normal charges.

Quote

ROBERT HALSTEAD
8808 NW 15TH ST
OKLAHOMA CITY OK 73127

10 LBS

1 OF 1

1 OF 1

RETURN SERVICE CUSTOMER RECEIPT

SHIP TO:

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

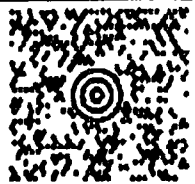
RS

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

CUSTOMER SERVICE
800-742-8877

PACKAGE CONTENTS: FIREARMS

REF 1: ROBERT HALSTEAD/CD/CM
REF 2: 700/S6650372

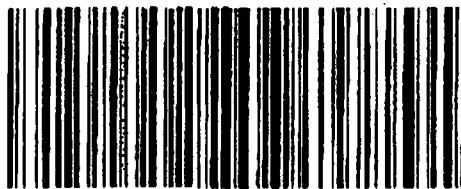


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6550 0537



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: ROBERT HALSTEAD/CD/CM
REF 2: 700/S6650372

45 12 0.17

LP2442 09.09 10/23/10

4XX596 OCT 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065500537
REF 1: ROBERT HALSTEAD/CD/CM
REF 2: 700/S6650372

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 9.49	PUB+HANDLING	9.49

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TR# 1Z 4XX 596 90 6550 0537

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frmREInquiry - Repair Inquiry

Repair Number: **RE00208626** Serial: 56650372 Model: 700 Center Fire Caliber: 300
 REM ULTRA MAG Produced: 04/22/2008 SKU: 27318 Repairman: Chuck Dekanek
 Status: ApprovaHold 11/5/2010 12:53:50 PM

Verify Repair

ADDRESS INFORMATION

Customer: **ROBERT HALSTEAD** Received from: **ROBERT HALSTEAD**
 Address 1: **8008 NW 19TH ST** Address 2: **8008 NW 19TH ST**
 City: **OKLAHOMA CITY** PO Box: **PO Box**
 State: **OK** Zip Code: **73127** Country: **US**

FFL: **FFL**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
11/3/2010 4:2...	ApprovaH...	BatchJob	Quotation Control	
11/4/2010 10...	Maint	pencerl	Repair Maintenance	Status: F
11/5/2010 9:3...	Maint	Trevisbw	Repair Maintenance	Status: F
11/5/2010 12...	Estimate	dekanekcg	Estimate Update	Status: A
11/5/2010 12...	ApprovaH...	System	Immediate SAP Allocation	

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☒ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Current Status: ApprovaHold 11/5/2010 12:53:50 PM
 dekanekcg
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

RECEIVED
 NOV - 8 2010

BY:.....

Remington.

www.remington.com

FAX

Remington Arms Company, Inc.
870 Remington Dr.

ARS LABEL REQUEST

*Fax # has been
busy but Cathal
will keep trying
2:42pm
TX!!*

DATE:	10/22/2010	REQUESTED BY:
QUANTITY:	1	WEIGHT PER PAC
PLEASE CHECK ONE:		
MEDIA COORDINATOR TO MAIL	Fax to: 405-789-3322	I WILL MAIL
DESCRIPTION:		
S6650372 700		

LABEL INFORMATION

MAIL LABEL TO: Robert Halstead
8008 NW 19th St
Oklahoma City, OK 73127

RETURN ITEM TO: Rem Product Service

PLEASE COPY THIS LABEL AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065500537
REF 1: ROBERT HALSTEAD/CD/CM
REF 2: 700/S6650372

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
TUT PUB CHG 9.49 PUB+HANDLING 9.49

See CD
Remington®

Christy Mitchell
FACSIMILE TRANSMITTAL SHEET

To: ROBERT HALSTEAD Date: 10/22/10
Company: _____ From: CATHY DODSON
Fax No.: 405-789-3322 Fax No.: 336-548-7801
Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:

FOR CH. TY MITCHELL

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Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com

ROBERT HALSTEAD
8008 NW 19TH ST.
OKLAHOMA CITY OK 73127

10 LBS

1 OF 1 1 OF 1

RETURN SERVICE
CUSTOMER RECEIPT

RS

SHIP TO:

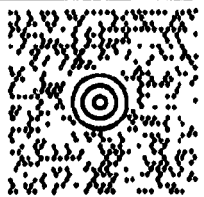
ATTN:PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357

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

CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1:ROBERT HALSTEAD/CD/CM
REF 2:700/S6650372

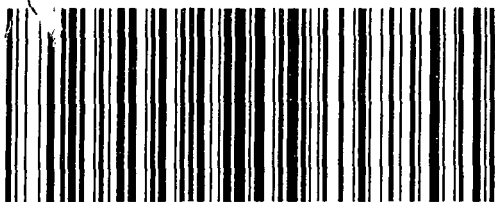


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6550 0537



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1:ROBERT HALSTEAD/CD/CM
REF 2:700/S6650372

WS 12.0.17 LP2442 05.0A 10/2010

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4XX596 OCT 22, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065500537
REF 1:ROBERT HALSTEAD/CD/CM
REF 2:700/S6650372

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRG:

		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 9.49	PUB+HANDLING		9.49

TRANSMISSION VERIFICATION REPORT

TIME : 10/22/2010 14:41
NAME : CONSUMER
FAX : 3365487801
TEL : 3365487801
SER. # : BROG7J677941

DATE, TIME	10/22 14:40
FAX NO./NAME	14057893322
DURATION	00:00:31
PAGE(S)	02
RESULT	OK
MODE	STANDARD
	ECM