

Remington Arms Co., Inc.
Product Service
Legal Case #:5294

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215688	12/21/2010	12/3/2010	1/5/2011	12/1/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ralph	Helmuth	42119 SD Hwy 38	Alexandria	SD	57311		H 605-421-8529 W 605-239-4224 E helmuths14@triotel.net

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				

12/3/10: Customer called in. He stated he had FSR on 12/1/10. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	84216	G6880106	OD	7/31/2009 10:46:38 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/18/2009	CABELA S WHEELING DC / #	TWO PIECE BASE	Y			

CONCERN:FSR

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 - check over, clean, test fire @ n/c - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$42	1/17/2011				

12/3/10: Sending ARS, ltr, form, box. Box order# 1165244. df 1/17/11: Per Ilion - Could not duplicate concern. TA dirty. Check over completely, clean & test fire at n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 22-250 REM HB
	Date Code		OD
	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---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	DIRTY
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

5294

COPY

26"
007/06
3#
10/13

December 3, 2010

Ralph Helmuth
42119 SD Hwy 38
Alexandria, SD 57311
Ph: 605-421-8529

Ref: # 5294

Dear Mr. Helmuth,

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

enclosure

Serial Number:

G6880106

Model: **700**



RE00215688

could not duplicate concern.
T.A. dirty. Check own
completely, clean & test fire
AT H/C *warrant only*

(Reset T.P. screw)

RECEIVED

JAN 06 2011

BY:

Print

Reset

Model Number: <input type="text"/>		Serial Number: <input type="text" value="G 6880106"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="Vernon Helmuth"/>		Date of Purchase: <input type="text" value="09-18-2009"/>	
Address (no PO Boxes): <input type="text" value="42119 HWY 58"/>			
City: <input type="text" value="Alexandria"/>		State: <input type="text" value="SD"/>	Zip: <input type="text" value="57311"/>
Phone (Daytime): <input type="text" value="605-239-4224"/>		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="helmuths14@riotel.net"/>			
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="The Gun fired on Safe Release 2 times and the 2nd time it was 2ft. from my friend."/> 500 characters left			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text" value="Hodgens-Varget"/>		Powder Weight: <input type="text" value="34gr"/>	
Case/Hull Used: <input type="text" value="Remington"/>		Primer Used: <input type="text" value="Winchester"/>	
Bullet Type/Shot Size: <input type="text" value="Nosler 60gr partition"/>		Reloader Used: <input type="text" value="RCBS"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Hoppe's</u>
How often do you clean the bore? (Months or Number of rounds) <u>every 10 Rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>10 Rounds</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>50 rounds</u>
Brand of lubricant used: <u>Hoppe's</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>10 Rounds</u>
How often do you lubricate the action? (Months or Number of rounds) <u>10 Rounds</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>50 rounds</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never</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:	12/3/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5294 rifle			

LABEL INFORMATION

MAIL LABEL TO: Ralph Helmuth 42119 SD Hwy 38 Alexandria, SD 57311 Ph: 605-421-8529
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 7, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066324342
REF 1:RALPH HELMUTH/CD/DMF
REF 2:5294/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
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 9.45 PUB+HANDLING 9.45





