

Remington Arms Co., Inc.
Product Service
Legal Case #:4835

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
208939	11/2/2010	10/25/2010	11/3/2010	10/24/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Tri County Sports Shop	--	Tri County Spor	89 Grandview Ave.	Point Pleasant	WV	25550		W 304-675-2988

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

10/25/10: Dealer called in. He stated that his consumer bought rifle new from him last week & took it the range on Sunday the 24th & experienced a FBC on the 12th shot. Dealer was very upset & wanted to return his inventory to Henry's for credit. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WSM	84013	S6714315	RD	11/10/2009 1:29:55 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/22/2010	HENRY S HAMLET		U			

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 - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$52.70	11/5/2010				

10/25/10: Sending ARS, letter, & form to dealer overnight. df 11/5/10: Per Fred S. - Could not duplicate concern. Check over, replace tpa as goodwill gesture, test fire. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WSM SS FL
	Date Code		RD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD 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	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

frmREInquiry - Repair Inquiry

Repair Number: RE00208939 Serial: 55714315 Model: 700 Center Fire Caliber: 270 Repairman: Bruce Travis
WSM Produced: 11/10/2009 SKU: 84013 Status: Repairing 11/3/2010 9:56:04 AM

Verify Repair

ADDRESS INFORMATION

Customer: TRI COUNTY SPORTS SHOP
Name: TRI COUNTY SPORTS SHOP
Address 1: 89 GRANDVIEW AVE
Address 2: PO Box
City: POINT PLEASANT
State: WV Zip Code: 25550 Country: US
Return To: TRI COUNTY SPORTS SHOP
Address 1: 89 GRANDVIEW AVE
Address 2: PO Box
City: POINT PLEASANT
State: WV Zip Code: 25550 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
11/2/2010 10...	Update	valentds	Repair information change		<input type="checkbox"/> Interface Hold	Repairing
11/2/2010 10...	Expedite	valentds	From: Check In	To:	<input type="checkbox"/> Estimate Sent	11/3/2010 9:56:04 AM
11/3/2010 7:2...	Main	Trevisbw	Repair Maintenance	Status: F	<input checked="" type="checkbox"/> Parts Received	System
11/3/2010 9:5...	Estimate	Trevisbw	Estimate Update	Status: F	<input type="checkbox"/> Passed Inspection	Repair Bench
11/3/2010 9:5...	Repairing	System	Immediate SAP Allocation		<input type="checkbox"/> Return as Received	Repair Location
					<input type="checkbox"/> Has Been Approved	ILN
					<input type="checkbox"/> Internal Repair	Current Location
					<input type="checkbox"/> Exclude TATC	ILN
						Transfer Number

Repair Search

Refresh

Close

supryfl - ILN/Prod

frmREInquiry

D1102R7XPIL

Tuesday, Nov 2 2010

2:34 PM

RECEIVED
NOV - 4 2010

BY:.....

Remington®

4835

October 25, 2010

2411
20 11/04
3.5#
.013

Tri County Sports Shop
89 Grandview Ave.
Point Pleasant, WV 25550
Ph: 304-675-2988

Ref: # 4835

Dear Tri County Sports Shop,

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 boxes with the name "Supry". Fred Supry 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

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

could not duplicate concern.
check over, replace PA AS A
Good-will gesture. test fire

S6714315

Model: 700



RE00208939

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

PS 15617

I Aaron Baird purchased this Remington model 700 CDL on 10/20/10 and I took it to the range on 10/25/10 on the 12th round I fired when I closed the bolt the gun fired. I finished firing the rest of the 20 rounds and the gun function fine.

Charles Aaron Baird J
Charles Aaron Baird Jr



Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>700COLSP</u>	Serial Number: <u>56714315</u>
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <u>Dealer</u>	
Name: <u>Charles A. Baird Jr</u>	Date of Purchase: <u>10/22/10</u>
Address (no PO Boxes): <u>196 Plyra Rd</u>	
City: <u>Thurman</u>	State: <u>OH</u> Zip: <u>43685</u>
Phone (Daytime): <u>304-675-6169</u>	Fax: _____
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) _____	
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>Complaint on letter</u> <u>Enclosed. Owner for 2 days</u>	
500 characters left	
Ammunition Information: <u>270 WSM Winchester</u>	
Manufacturer: _____	Type: _____
Other (i.e. bullet weight/type, shot size, powder): _____	
Handload Information:	
Powder Used: _____	Powder Weight: _____
Case/Hull Used: _____	Primer Used: _____
Bullet Type/Shot Size: _____	Reloader Used: _____
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: _____	
How often do you clean the bore? (Months or Number of rounds): _____	
How often do you clean the action? (Months or Number of rounds): _____	
How often do you clean the trigger assembly? (Months or Number of rounds): _____	
Brand of lubricant used: _____	
How often do you lubricate the bore? (Months or Number of rounds): _____	
How often do you lubricate the action? (Months or Number of rounds): _____	

How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/>
YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to: <div style="text-align: center;"> Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 </div>
<p>Ⓢ 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>

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Other Sites





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/25/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: S# S6714315 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Tri County Sports Shop 89 Granview Ave. Point Pleasant, WV 25550 Ph: 304-675-2988
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

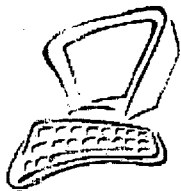
PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 25, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065994344
REF 1: TRI COUNTY SPTS SHOP/CD/DMF
REF 2: RIFLE/S6714315

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
PH 0.00 PR 0.00 SD 0.00
SP 0.00
TOT PUB CHG 8.24 PUB+HANDLING 8.24

10/25/10
Asked Cathy D
to send PS pkg
overnight. Dell

copy



ShipRequest™



Ship To: TRI COUNTY SPORTS SHOP
Company:
Address 1: 89 GRANVIEW AVE.
Address 2:
Address 3:
City: POINT PLEASANT
State/Province: West Virginia
ZIP/Postal Code: 25550
Country: United States
email:
Phone:
Account: 36111-8820010
Package Type: Package
Address Type: Commercial
Deliver By: Tue, October 26, 2010
Package ID: 2200

Special Instructions:


LETTER MUST BE OVERNIGHTED

Sender Name: Dell

email:

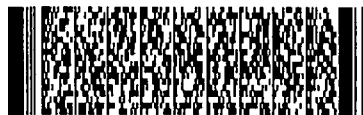
Prepared By: Sandra Pennell

Phone:

 10/25/2010



ShipRequest™



Ship To: TRI COUNTY SPORTS SHOP
Company:
Address 1: 89 GRANVIEW AVE.
Address 2:
Address 3:
City: POINT PLEASANT
State/Province: West Virginia
ZIP/Postal Code: 25550
Country: United States
email:
Phone:
Account: 36111-8820010
Package Type: Package
Address Type: Commercial
Deliver By: Tue, October 26, 2010
Package ID: 2200

Special Instructions:

LETTER MUST BE OVERNIGHTED

Sender Name: Dell
email:
Prepared By: Sandra Pennell
Phone:

Acct #	: 36111-8820010	Date: 10-25-10	0 lb 2.9 oz	Base :\$	5.99
Cust #	: ODL0000003496			Spc S:\$	2.18
Zip/Zone	: 25550 / 3			Addl :\$	0.00
Trk #	: 791279642900				
Pkg ID #	: 2200			Total \$	8.17
Service	: FedEx Standard Overnight				