

Remington Arms Co., Inc.
Product Service
Legal Case #:5293

Case Information

REF#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215479	12/19/2010	12/3/2010	1/12/2011	11/23/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joshua Kevin	Allen	1832 Kemp Cir.	Shelby	NC	28152		C 704-284-3903

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hurt hand				
PD	Cause:4038 Could Not Duplicate Concern		N	No treatment
S	Concern:1007 Fired on Safe Release			
C FSR				

12/3/10: Customer called in. He stated that he had a FSR about a week ago. It hurt his hand, but he did not get any medical treatment. He's not sure if he wants rifle repaired or not. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27478	E6819146	KP	5/24/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
10/31/1995	WAL-MART WAREHOUSE #3R	TWO PIECE SCOPE BASE	Y			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal/Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	Ballistic Tip/150 gr	3006 SPRG				
Concern	Other	Factory	Reload			
0:		Y	N			

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
Replace w/27363 in exchange - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$194.93	1/12/2011				

12/3/10: Sending ARS, ltr, form, box. Box order# 1165229. df 1/12/11: Per Ilion - Could not duplicate concern. Customer is requesting a refund & sent copy of receipt. He bought the gun in 1995. I will offer to replace with M/700 SPS in 30-06 in exchange. I spoke w/customer & he agreed to exchange rifle for ramac 27363. I'll see if Ilion can return his scope base. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		22" 3006 SPR
	Date Code		KP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

5293

X

22"
KPS/95
6#
10/15

COPY

December 3, 2010

Joshua K. Allen
1832 Kemp Cir.
Shelby, NC 28152
Ph: 704-284-3903

Ref: # 5293

Dear Mr. Allen,

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 05 2011

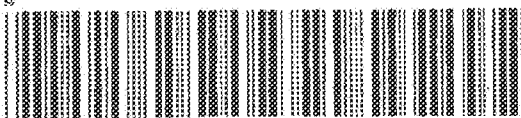
BY:

enclosure

Serial Number:

E6819146

Model: 700



RE00215479

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

3006

Print

Reset

BOLT 3006 Model synthetic Number: Remington 700ADL		Serial Number: E6819146	
Are you the original owner?: ☒ YES ☐ NO			
Name: Joshua Kevin Allen		Date of Purchase: 10/31/1995	
Address (no PO Boxes): 1832 Kemp Circle			
City: Shelby		State: NC	Zip: 28152
Phone (Daytime): 704-284-3903		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: I want a full refund of \$338.14 due to the rifle firing without anyone pressing the trigger. On Nov. 25, 2010, I showed my son a deer and as he sat down, I pushed the safety forward and the gun fired on it's own almost hitting him and injuring my right wrist two times. After that I removed all the bullets from the rifle. 500 characters left			
Ammunition Information:			
Manufacturer: Winchester 150 grain		Type: Ballistic tip	
Other (i.e. bullet weight/type, shot size, powder): 150 grain			
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: <u>Hoppe's Elite Gun Oil</u>
How often do you clean the bore? (Months or Number of rounds) <u>every 20 rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>twice a month during hunting season</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Every 20 rounds during hunting season</u>
Brand of lubricant used: <u>Hoppe's Elite Gun Oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>2 x a month during hunting season</u>
How often do you lubricate the action? (Months or Number of rounds) <u>2 x a month during hunting season</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>2 x a month during hunting season</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>9/25/2010</u>
What were the services performed? <u>took apart and cleaned</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
☐ 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.

I do not want this gun repaired and sent back to me. I saw on a news broadcast how dangerous these 700 models are. And now I know from experience it will fire without pressing the trigger. I am just grateful that my eleven year old son was not in front of the gun when it fired.

The Leopold scope mounts worth 40 dollars, installed with Allen screws which came with Loctite on them. So I couldn't remove them. Please send refund of \$338.14 plus \$40.00 for scope mounts.

Thank you,
Joshua Kevin Allen

WAL*MART

WE SELL
FOR LEAS
STORE #1034
SHELBY, NC

ST# 1034 DP# 00000145 YE# 97 TR# 09388
LAYAWAY SALE
JOSHUA ALLEN
150 AYERS RD.
GROVER NC 28073
937-9325

LWY ACCT 97024899
CUSTOMER ID #: 6006431034708117

CHRISTMAS

REN BOLT3006 004770027478	319.00	J
SUBTOTAL	319.00	
SALES TAX 1	19.14	
TOTAL	338.14	
DEPOSIT	33.81	
NEW BALANCE	304.33	
CASH TEND	40.00	
CHANGE DUE	6.19	

IF MERCHANDISE IS NOT FULLY PAID AND
CALLED FOR ON OR BEFORE:

12/16/95

IT WILL BE RETURNED TO STOCK.

FOR YOUR CONVENIENCE, LAYAWAY PAYMENTS
CAN NOW BE MADE AT OUR FRONT REGISTERS

SIGNATURE:

Joshua Allen

TC# 20613248260385587
SAVE YOUR RECEIPT FOR YOUR WARRANTY *
10/31/95 19:23:03

12/16/95 - DUE DATE

SIGNATURE: *Joshua Allen*

1006

BIN LOCATIONS

REN BOLT3006 004770027478 319.00 J

ACCOUNT CLOSED - ITEMS PURCHASED

1.00	CHANGE DUE
305.33	CASH TEND
0.00	NEW BALANCE
304.33	PAYMENT
304.33	FRESH BAL

CHRISTMAS

CUSTOMER ID #: 6006431034708117
LWY ACCT 97024899

ST# 1034 DP# 00000651 YE# 97 TR# 06637

WE SELL
FOR LEAS
STORE #1034
SHELBY, NC

WAL*MART



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		I WILL MAIL	XXXXXX
TO MAIL			
DESCRIPTION: Ref # 5293 rifle			

LABEL INFORMATION

MAIL LABEL TO: Joshua K. Allen 1832 Kemp Cir. Shelby, NC 28152 Ph: 704-284-3903
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX586 DEC 7, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 1Z4XX5869065969130
REF 1: JOSHUA K ALLEN/CD/DMF
REF 2: 5293/RIFLE

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
RH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74

