

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5625

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 221773 | 2/3/2011    | 1/12/2011       | 2/4/2011    |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street         | City        | State | Zip   | Age | Contact                                  |
|----------|----------|------------|-----------|----------------|-------------|-------|-------|-----|------------------------------------------|
| Incident |          | John       | Moore     | 111 Greene Ln. | Summerville | SC    | 29485 |     | H 843-871-7173<br>E KAJON3RD@KNOLOGY.NET |

## Incident Information

| Claims | Codes                                  | Repair Est. | Medical Treatment | Medical Status |
|--------|----------------------------------------|-------------|-------------------|----------------|
| FI     |                                        |             |                   |                |
| FD     | Cause:4038 Could Not Duplicate Concern |             | Unknown           |                |
| S      | Concern:1020 Fired on Bolt Opening     |             |                   |                |
| C      | FBO                                    |             |                   |                |

Customer called in. He stated that back in the 1980's he had a FBO. No damage, No injury. He wants bolt lock removed. df

## Firearm Information

| Mfg.           | Type                        | Model/Ga.   | SKU            | Serial  | Rbl. | DOM      |
|----------------|-----------------------------|-------------|----------------|---------|------|----------|
| Remington      | CF/BA                       | 700/308 WIN | n/a            | 6437225 | PU   | 6/1/1971 |
| Date Purchased | Where Purchased             | Accessories | Original Owner |         |      |          |
|                | DAYTON GUN HQTERS DAYTON OH |             | Y              |         |      |          |

## CONCERN:FBO

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 - Quote to repair under BLM program |                         |                         |               |                 |                |               |
|                                               | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                               | \$30.40                 | 2/16/2011               |               |                 |                |               |

1/12/11: Sending ARS, letter, form, box. Box order# 1177058. df 2/16/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM program - quote. Customer stated he is mailing payment to us. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment     |
|-------------|------------------------|-----------------------------|-------------|
| Examination | Examiner               |                             | B.TRAVIS    |
|             | Exam Date              |                             | 2/4/2011    |
|             | Product Type           |                             | RF          |
|             | Action Type            |                             | A           |
|             | Assigned To            |                             | T.NAGLE     |
| Cause       | 4038                   | Could Not Duplicate Concern |             |
| Barrel      | Description            |                             | 22" 308 WIN |
|             | Date Code              |                             | PU          |
|             | Bores 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        |                            | M 700 BOLT LOCK SAFETY                      |
|              | Function           | Like new; Functioning      |                                             |
|              | Sub-Assembly       | Non-ISS                    |                                             |
| Sear         | Lift               | ---Select---               | .007                                        |
|              | Notch              | Slightly Worn; Functioning |                                             |
|              | Tests              | Test Fired                 | False                                       |
| Feeding Test |                    | False                      |                                             |
| Trigger      | Condition          | Slightly Worn; Functioning | SAFETY DETENT SPR WEAK SAFE WORKS TO EASILY |
|              | Pull               | ---Select---               | 7#                                          |
|              | Altered            | False                      |                                             |
|              | Sub-Assembly       | M700 Bolt Lock             |                                             |

5625

COPY

22"  
P46/7  
7#  
.007

January 12, 2011

John Moore  
111 Greene Ln.  
Summerville, SC 29485  
Ph: 843-871-7173

Ref: # 5625

Dear Mr. Moore,

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

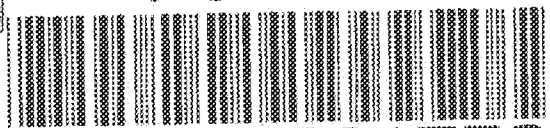
RECEIVED  
FEB 08 2011  
BY: \_\_\_\_\_

enclosure

Serial Number:

6437225

Model: 700



RE00221773

could not duplicate concern.  
CAN offer to replace TPA, clean  
+ TEST fire under BCP for  
\$20.00 + ship

Quake

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

Print

Reset

|                                                                                                                                                                                                                                                                                                |                  |                                  |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------|--|
| Model<br>Number: <u>700</u>                                                                                                                                                                                                                                                                    |                  | Serial<br>Number: <u>6437225</u> |  |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                               |                  |                                  |  |
| Name: <u>JOHN H MOORE</u>                                                                                                                                                                                                                                                                      |                  | Date of Purchase: <u>1971</u>    |  |
| Address (no PO Boxes):<br><u>111 GREENE LANE</u>                                                                                                                                                                                                                                               |                  |                                  |  |
| City: <u>SUMMERVILLE</u>                                                                                                                                                                                                                                                                       | State: <u>SC</u> | Zip: <u>29485</u>                |  |
| Phone<br>(Daytime): <u>843-871-7173</u>                                                                                                                                                                                                                                                        |                  | Fax: <u></u>                     |  |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>kajon3rd@knology.net</u>                                                                                                                                                                 |                  |                                  |  |
| E-mail Address:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.                                                                                                                                                                           |                  |                                  |  |
| Please describe your problem and date of occurrence:<br><u>ACCIDENTAL DISCHARGE -</u><br><u>1982, OCT 4 1985 NOV - when</u><br><u>lifting the bolt to unload</u><br><u>the rifle it discharged</u><br><u>I HAVE NOT USED THE RIFLE</u><br><u>SINCE THE LAST ACCIDENTAL</u><br><u>DISCHARGE</u> |                  |                                  |  |
| 500 characters left                                                                                                                                                                                                                                                                            |                  |                                  |  |
| Ammunition Information:                                                                                                                                                                                                                                                                        |                  |                                  |  |
| Manufacturer: <u>Remington</u>                                                                                                                                                                                                                                                                 |                  | Type: <u>High Velocity</u>       |  |
| Other (i.e. bullet weight/type, shot size, powder): <u>150 GR Pointed Soft PT G&amp;A-LokT</u>                                                                                                                                                                                                 |                  |                                  |  |
| Handload Information:                                                                                                                                                                                                                                                                          |                  |                                  |  |
| Powder Used: <u></u>                                                                                                                                                                                                                                                                           |                  | Powder Weight: <u></u>           |  |
| Case/Hull Used: <u></u>                                                                                                                                                                                                                                                                        |                  | Primer Used: <u></u>             |  |
| Bullet Type/Shot Size: <u></u>                                                                                                                                                                                                                                                                 |                  | Reloader Used: <u></u>           |  |
| 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 checked="" type="checkbox"/> NO 1985?                                                                                                                                                                |  |
| 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:                                                                                                                                                                                                                                                                                         |  |
| Remington Arms Co., Inc.<br>Attn: Arms Service Division<br>14 Hoeffler Avenue<br>Ilion, NY 13357                                                                                                                                                                                                                                                   |  |
| <input type="checkbox"/> <b>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.</b> |  |
| :: 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                                                                                                                                                                                                                                                     |  |

HAS  
NOT  
BEEN  
USED  
SINCE  
1985

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:                                                 | 1/12/2011 | REQUESTED BY:   | Dell   |
| QUANTITY:                                             | 1         | WEIGHT PER PKG: | 10 lbs |
| <input checked="" type="checkbox"/> RELEASE CHECK ONE |           |                 |        |
| MEDIA COORDINATOR TO MAIL                             |           | I WILL MAIL     | XXXXXX |
| DESCRIPTION: Ref # 5625<br>rifle                      |           |                 |        |

## LABEL INFORMATION

|                                                                                          |
|------------------------------------------------------------------------------------------|
| MAIL LABEL TO: John Moore<br>111 Greene Ln.<br>Summerville, SC 29485<br>Ph: 843-871-7173 |
| RETURN ITEM TO Remington Arms<br>Attn: Product Service<br>Ilion, NY                      |

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

4XX596 JAN 13, 2011 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969086189869  
REF 1: JOHN MOORE/CD/DMP  
REF 2: 5625/RIFLE

|                             |              |             |
|-----------------------------|--------------|-------------|
| HANDLING CHARGE 0.00        |              | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: |              | RS 0.50     |
| DV 0.00                     | COO 0.00     | SD 0.00     |
| DC 0.00                     | DDO 0.00     | SP 0.00     |
| AR 0.00                     | PR 0.00      |             |
| TOT PUB CHG 9.36            | PUB+HANDLING | 9.36        |

