

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5598

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 220378 | 1/24/2011   | 1/11/2011       | 1/25/2011   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street         | City         | State | Zip   | Age | Contact                              |
|----------|----------|------------|-----------|----------------|--------------|-------|-------|-----|--------------------------------------|
| Incident |          | Dennis     | Petersen  | 914 Adams Ave. | Franklin Sq. | NY    | 11010 |     | C 516-996-5635<br>E theang62@aol.com |

## 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  |                                        |             |                   |                |

Customer called in. He stated he had FSR with gun. He did not have a date. No damage, No injury. df

## Firearm Information

| Mfg.           | Type                          | Model/Ga.     | SKU            | Serial Bbl. | DOM       |
|----------------|-------------------------------|---------------|----------------|-------------|-----------|
| Remington      | CF/BA                         | 700/3006 SPRG | n/a            | 6798213 EY  | 10/1/1974 |
| Date Purchased | Where Purchased               | Accessories   | Original Owner |             |           |
|                | EMERY WATHOUSE PORTLAND MAINE |               | N              |             |           |

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 Hion - Quote to repair under BLM program |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| \$30.40                 | 2/2/2011                |

1/10/11: Sending ARS, letter, form, box. Box order# 1176138. df 2/2/11: Per Hion - Could not duplicate concern. TA set screws altered, trigger has a minimum return. Replace TA, clean & test fire under BLM program. Stock broken in transit. Will w/used syn. stock in good condition when quote is accepted - quote. I left cust. a msg to call me. df 2/4/11: Cust. called & apprvd repair - pd by credit card. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code | Comment   |
|-------------|--------------|------|-----------|
| Examination | Examiner     |      | B.TRAVIS  |
|             | Exam Date    |      | 1/25/2011 |
|             | Product Type |      | RF        |
|             | Action Type  |      | A         |

|                          |                        |                             |                            |
|--------------------------|------------------------|-----------------------------|----------------------------|
|                          | Assigned To            |                             | T.NAGLE                    |
| Cause                    | 4038                   | Could Not Duplicate Concern |                            |
| Barrel                   | Description            |                             | 22" 3006 SPR               |
|                          | Date Code              |                             | EY                         |
|                          | 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  |                            |
|                          | Condition              | Slightly Worn; Functioning  |                            |
| Extractor                | Cut Condition          | Slightly Worn; Functioning  |                            |
|                          | Ext/Eject Test         | False                       |                            |
|                          | Block Condition        | ---Select---                |                            |
| Locking                  | Lug Condition          | Slightly Worn; Functioning  |                            |
|                          | Notch Condition        | ---Select---                |                            |
|                          | Exterior Condition     | Slightly Worn; Functioning  |                            |
| Overall                  | Stock Condition        | Abused; Not Functioning     | AFT MKT, BROKEN IN TRANSIT |
|                          | Fare End Condition     | ---Select---                |                            |
|                          | Condition              | Slightly Worn; Functioning  |                            |
| Receiver                 | Bulged                 | False                       |                            |
|                          | Description            |                             | M/700 BOLT LOCK SAFETY     |
| Safety                   | Function               | Like new; Functioning       |                            |
|                          | Sub-Assembly           | Non-ISS                     |                            |
|                          | Lift                   | ---Select---                | .003                       |
| Sear                     | Notch                  | Slightly Worn; Functioning  |                            |
|                          | Tests                  | Test Fired                  | False                      |
|                          | Feeding Test           | False                       |                            |
| Trigger                  | Condition              | Slightly Worn; Functioning  | MIN TRIG RETURN            |
|                          | Pull                   | ---Select---                | 2.5#                       |
|                          | Altered                | True                        | SET SCREWS ALTERED         |
|                          | Sub-Assembly           | M/700 Bolt Lock             |                            |
| Non-Remington Components | Description            |                             | AFT MKI STK                |

22"  
6410/74  
25#  
1008  
**(COPY)**

5598

January 10, 2011

Dennis Peterson  
914 Adams Ave.  
Franklin Square, NY 11010  
Ph: 516-996-5635

Ref: # 5598

Dear Mr. Peterson,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

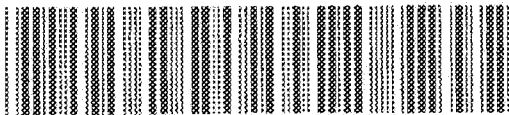
Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting 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

Serial Number: 6798213

Model: 700



RE00220378

could not duplicate concern  
T.A. set screws altered, trigger  
has a min return. Replaced TPA,  
clean & test fire under BLV Con  
\$20.00 + ship. STR. BROKEN IN  
TRANSIT. will replace w/used spn  
str in good condition when ES. is

Excepted  
250 250 250 250 250  
Quote

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

BY: \_\_\_\_\_

Print

Reset

|                                                                                                                              |  |                                  |                   |
|------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------|-------------------|
| Model<br>Number: <u>#700 - 30-06 Sprg.</u>                                                                                   |  | Serial<br>Number: <u>6798213</u> |                   |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                             |  |                                  |                   |
| Name: <u>Dennis M. Petersen</u>                                                                                              |  | Date of Purchase: <u>9/2007</u>  |                   |
| Address (no PO Boxes):<br><u>914 Adams Avenue</u>                                                                            |  |                                  |                   |
| City: <u>Franklin Square</u>                                                                                                 |  | State: <u>NY</u>                 | Zip: <u>11010</u> |
| Phone<br>(Daytime): <u>(516) 976-5635</u>                                                                                    |  | Fax: <u></u>                     |                   |
| E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>theang62@AOL.com</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>Gun fired when I took it off safety without touching trigger.</u> |  |                                  |                   |
| 500 characters left                                                                                                          |  |                                  |                   |
| Ammunition Information:                                                                                                      |  |                                  |                   |
| Manufacturer: <u>Federal</u>                                                                                                 |  | Type: <u>30-06</u>               |                   |
| Other (i.e. bullet weight/type, shot size, powder): <u>180</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)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 2 times after getting gun out after hunting |
| How often do you clean the action? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Spray when cleaning                         |
| How often do you clean the trigger assembly? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Never                                       |
| Brand of lubricant used:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Hoppe's                                     |
| How often do you lubricate the bore? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | after cleaning                              |
| How often do you lubricate the action? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | after cleaning                              |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | after cleaning                              |
| 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? <i>Never</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                             |
| What were the services performed? <i>None</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                             |
| Ship your INSURED firearm by either UPS or Parcel Post to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                             |
| <p style="text-align: center;">Remington Arms Co., Inc.<br/>Attn: Arms Service Division<br/>14 Hoefler Avenue<br/>Ilion, NY 13357</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                             |
| <p><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></p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.<br/>:: Pack your firearm for safety and to prevent further damage in shipping and handling.<br/>Preferably,<br/>ship in a firearm box. (Note: Original boxes may not be returned.)<br/>:: Remove all accessories from your firearm to prevent loss or damage.<br/>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p> |                                             |

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:                                               | 1/10/2011 | REQUESTED BY:         | Dell   |
| QUANTITY:                                           | 1         | WEIGHT PER PKG:       | 10 lbs |
| PLEASE CHECK ONE<br>MEDIA<br>COORDINATOR<br>TO MAIL |           | I WILL MAIL<br>XXXXXX |        |
| DESCRIPTION: Ref # 5598<br>rifle                    |           |                       |        |

## LABEL INFORMATION

|                                                                                                   |
|---------------------------------------------------------------------------------------------------|
| MAIL LABEL TO: Dennis Peterson<br>914 Adams Ave.<br>Franklin Square, NY 11010<br>Ph: 516-996-5635 |
| 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 12, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX596965158319  
REF 1: DENNIS PETERSON/CD/DMF  
REF 2: 5598/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DY 0.00 COD 0.00 RS 0.50  
DC 0.00 DGD 0.00 SD 0.00  
AN 0.00 PR 0.00 SP 0.00  
TGT PUB CHG 7.94 PUB+HANDLING 7.94

