

Remington Arms Co., Inc.

Product Service

Legal Case #:5591

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 217897 | 1/7/2011    | 1/10/2011       | 1/10/2011   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street       | City      | State | Zip   | Age | Contact                               |
|----------|----------|------------|-----------|--------------|-----------|-------|-------|-----|---------------------------------------|
| Incident |          | Jim        | Smith     | 3008 Page St | Texarkana | TX    | 75501 |     | H 903-701-1990<br>E Guitrpk52@aol.com |

## Incident Information

| Claims | Codes                                                             | Repair Est. | Medical Treatment | Medical Status |
|--------|-------------------------------------------------------------------|-------------|-------------------|----------------|
| P1     |                                                                   |             |                   |                |
| PD     | Cause:4038 Could Not Duplicate Concern                            |             |                   |                |
| S      | Fired when safety was released Concern:1007 Fired on Safe Release |             | Unknown           |                |
| C      |                                                                   |             |                   |                |

2/3/11 Per note with rifle, gun fired when safety was released without touching trigger once.cm

## Firearm Information

| Mfg.           | Type                  | Model/Ga.   | SKU            | Serial   | Bbl. | DOM       |
|----------------|-----------------------|-------------|----------------|----------|------|-----------|
| Remington      | CF/BA                 | 700/270 WIN | 27476          | E6839771 | WP   | 8/22/1995 |
| Date Purchased | Where Purchased       | Accessories | Original Owner |          |      |           |
|                | WAL MART WAREHOUSE 3R |             | N              |          |      |           |

## CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

| Settlement                                                  | Release of Claims       | Release Date            | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|-------------------------------------------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion, replace TPA, clean, test fire at 1/2 normal cost |                         |                         |               |                 |                |               |
|                                                             | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |

2/4/11 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Replace TPA, clean, test fire at 1/2 normal cost. Owner contacted Consumer Dept and requested return as received on 1/18.cm

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment     |
|-------------|------------------------|-----------------------------|-------------|
| Examination | Examiner               |                             | B. TRAVIS   |
|             | Exam Date              |                             | 1/10/2011   |
|             | Product Type           |                             | RF          |
|             | Action Type            |                             | A           |
|             | Assigned To            |                             | T. NAGLE    |
| Cause       | 4038                   | Could Not Duplicate Concern |             |
| Barrel      | Description            |                             | 22" 270 WIN |
|             | Date Code              |                             | WP          |
|             | Bore Plugged           | False                       |             |
|             | Bulged                 | False                       |             |
|             | Fired                  | False                       |             |
|             | Fired while Obstructed |                             |             |
|             | Muzzle/Crown Condition | Slightly Worn; Functioning  |             |

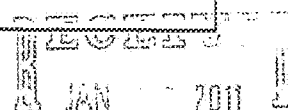
|              |                    |                            |                        |
|--------------|--------------------|----------------------------|------------------------|
| Bolt         | Firing Pin         | Slightly Worn; Functioning |                        |
|              | Shroud             | Slightly Worn; Functioning |                        |
|              | Face               | Slightly Worn; Functioning |                        |
|              | Handle             | Slightly Worn; Functioning |                        |
|              | Strip              | Slightly Worn; Functioning | SLUGGISH               |
| 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 | ACT DIRTY,LITE RUSTING |
|              | 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---               | .013                   |
|              | Notch              | Slightly Worn; Functioning |                        |
|              | Tests              | Test Fired                 | False                  |
| Feeding Test |                    | False                      |                        |
| Trigger      | Condition          | Slightly Worn; Functioning |                        |
|              | Pull               | ---Select---               | 4.5#                   |
|              | Altered            | True                       | SET SCREWS ALTERED     |

# Remington

## Factory Repair Instructions

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

|                                                                                                                                                                     |                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Model Number: 700                                                                                                                                                   | Serial Number: E6839771     |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                    |                             |
| Name: Tim Smith                                                                                                                                                     | Date of Purchase: Feb 2000? |
| Address (no PO Boxes): 3008 Page ST.                                                                                                                                |                             |
| City: Texarkana                                                                                                                                                     | State: TX Zip: 75501        |
| Phone (Daytime): 903-701-1990                                                                                                                                       | Fax: N/A                    |
| E-mail Address: Guitner52@POL.COM                                                                                                                                   |                             |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.                                                                   |                             |
| Please describe your problem: Gun Fired when safety was released without touching the trigger. One (1) occurrence, but one (1) too many when my family is involved. |                             |
| Ammunition Information:                                                                                                                                             |                             |
| Manufacturer: Remington                                                                                                                                             | Type: LTD                   |
| Other (i.e. bullet weight/type, shot size, powder): Various                                                                                                         |                             |
| Handload Information: Not used                                                                                                                                      |                             |
| 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: Remington                                                                                                                          |                             |
| How often do you clean the bore? (Months or Number of rounds) Before + After every use                                                                              |                             |
| How often do you clean the action? (Months or Number of rounds) 1 Season                                                                                            |                             |
| How often do you clean the trigger assembly? (Months or Number of rounds) 11                                                                                        |                             |
| Brand of lubricant used: Rem oil                                                                                                                                    |                             |



BY:.....

2211  
WP 8/9:  
4.54  
1013

|                                                                                                                             |               |
|-----------------------------------------------------------------------------------------------------------------------------|---------------|
| How often do you lubricate the bore? (Months or Number of rounds)                                                           | Same as Above |
| How often do you lubricate the action? (Months or Number of rounds)                                                         | 11            |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)                                               | 11            |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?                     |               |
| <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                         |               |
| Comments: Please notify me before making any repairs that will result in charges. 903-701-1990                              |               |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? N/A                     |               |
| What were the services performed? N/A                                                                                       |               |
| Ship your INSURED firearm by either UPS or Parcel Post to:                                                                  |               |
| <b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b> |               |

IN YOUR FIREARM OR IN THE SAME BOX WITH THE  
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE  
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.  
mage in shipping and handling. Preferably,  
e returned.)  
oss or damage.  
ie the box. Shipments without a proper

st. Remington is not responsible for  
urchase insurance from your carrier.

average repair 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.

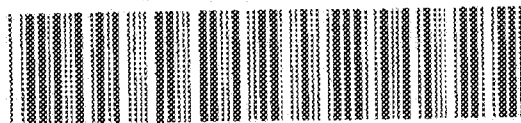
could not duplicate concern  
T.A. Set screws altered,  
replace TPA, clean + test fire  
AT 1/2 normal cost.

Quade

Serial  
Number

E6839771

Model: 700



RE00217897



