

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5335

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 217642 | 1/6/2011    | 12/8/2010       | 1/7/2011    |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street            | City     | State | Zip   | Age | Contact                          |
|----------|----------|------------|-----------|-------------------|----------|-------|-------|-----|----------------------------------|
| Incident |          | Robert     | Street    | 9141 Walworth Rd. | Bancroft | MI    | 48414 |     | H 989-634-5596<br>C 989-860-1838 |

## Incident Information

| Claims | Codes                               | Repair Est. | Medical Treatment | Medical Status |
|--------|-------------------------------------|-------------|-------------------|----------------|
| PI     |                                     |             |                   |                |
| PD     | Cause:4054 As received Follows Down |             | Unknown           |                |
| S      | Concern:1007 Fired on Safe Release  |             |                   |                |
| C FSR  |                                     |             |                   |                |

12/7/10: Customer called in. He stated he had a FSR earlier this year. No date given. No damage, No injury. He saw the tv show & is concerned now. df

## Firearm Information

| Mfg.           | Type            | Model/Ga.      | SKU            | Serial | Bbl. | DOM      |
|----------------|-----------------|----------------|----------------|--------|------|----------|
| Remington      | CF/BA           | 700/22-250 REM | n/a            | 168634 | LN   | 2/1/1966 |
| Date Purchased | Where Purchased | Accessories    | Original Owner |        |      |          |
|                |                 |                | Y              |        |      |          |

## 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 - Quote to repair under BLM program |                         |                         |               |                 |                |               |
|                                               | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                               | \$45.40                 | 1/21/2011               |               |                 |                |               |

12/8/10: Sending ARS, ltr, form, box. Box order# 1166466. df 1/21/11: Per Ilion - Will follow down. TA set screws altered. Replace TA, clean & test fire under BLM program - quote. I spoke to customer & he will mail payment w/quote. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                     | Comment        |
|-------------|------------------------|--------------------------|----------------|
| Examination | Examiner               |                          | B.TRAVIS       |
|             | Exam Date              |                          | 1/7/2011       |
|             | Product Type           |                          | RF             |
|             | Action Type            |                          | A              |
|             | Assigned To            |                          | T.NAGLE        |
| Cause       | 4054                   | As received Follows Down |                |
| Barrel      | Description            |                          | 24" 22-250 REM |
|             | Date Code              |                          | LN             |
|             | 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     | BINDS                 |
| 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; Not Functioning |                       |
|              | Stock Condition        | Slightly Worn; Functioning     |                       |
|              | Fore End Condition     | ---Select---                   |                       |
| Receiver     | Condition              | Slightly Worn; Functioning     |                       |
|              | Bulged                 | False                          |                       |
| Safety       | Description            |                                | M700 BOLT LOCK SAFETY |
|              | Function               | Slightly Worn; Functioning     |                       |
|              | Sub-Assembly           | Non-ISS                        |                       |
| Sear         | Lift                   | ---Select---                   | N/A                   |
|              | Notch                  | ---Select---                   | O/S DOUBLE SLUGGISH   |
|              | Tests                  | Test Fired                     | False                 |
| Feeding Test |                        | False                          |                       |
| Trigger      | Condition              | Slightly Worn; Functioning     | DIRTY                 |
|              | Pull                   | ---Select---                   | I#                    |
|              | Altered                | True                           | SET SCREWS ALTERED    |
|              | Sub-Assembly           | M700 Bolt Lock                 |                       |

**COPY**

24"  
LN2/66  
12

5335

December 8, 2010

Robert Street  
9141 Walworth Rd.  
Bancroft, MI 48414  
Ph: 989-860-1838

Ref: # 5335

Dear Mr. Street,

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 11 2011

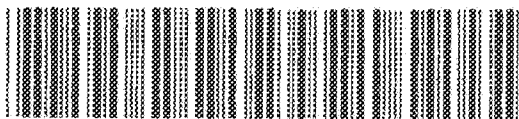
BY: .....

enclosure

Our Test Number:

168634

Model: 700



RE00217642

will follow down.

T.A. set screws altered.  
Replace TPA, clean + test fire  
under BCP for \$20.00 + ship

Quote

Print

Reset

|                                                                                                                                                                      |                  |                                     |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------|--|
| Model<br>Number: <u>REM 700 22-250</u>                                                                                                                               |                  | Serial<br>Number: <u>168634</u>     |  |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                     |                  |                                     |  |
| Name: <u>ROBERT STREET</u>                                                                                                                                           |                  | Date of Purchase: <u>APP 1967</u>   |  |
| Address (no PO Boxes):<br><u>9141 WALWORTH RD</u>                                                                                                                    |                  |                                     |  |
| City: <u>BANCROFT</u>                                                                                                                                                | State: <u>MI</u> | Zip: <u>48414</u>                   |  |
| Phone<br>(Daytime): <u>989 634 5596</u>                                                                                                                              |                  | Fax: <input type="text"/>           |  |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>                                              |                  |                                     |  |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.                                                            |                  |                                     |  |
| Please describe your problem and date of occurrence:<br><u>WHEN YOU CLOSE THE BOLT AND TAKE THE SAFETY OFF, THE GUN FIRES.</u><br><u>THE FIRST WEEK OF NOV. 2010</u> |                  |                                     |  |
| 500 characters left                                                                                                                                                  |                  |                                     |  |
| Ammunition Information:                                                                                                                                              |                  |                                     |  |
| Manufacturer: <input type="text"/>                                                                                                                                   |                  | Type: <input type="text"/>          |  |
| Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>                                                                                             |                  |                                     |  |
| Handload Information:                                                                                                                                                |                  |                                     |  |
| Powder Used: <input type="text"/>                                                                                                                                    |                  | Powder Weight: <input type="text"/> |  |
| Case/Hull Used: <input type="text"/>                                                                                                                                 |                  | Primer Used: <input type="text"/>   |  |
| Bullet Type/Shot Size: <input type="text"/>                                                                                                                          |                  | Reloader Used: <input type="text"/> |  |
| Firearms Care (Cleaning and Lubrication): <input type="text"/>                                                                                                       |                  |                                     |  |

|                                                                                                                                                                                                                                                                                                                                                    |                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Brand of cleaning solution used:                                                                                                                                                                                                                                                                                                                   |                                                                     |
| How often do you clean the bore? (Months or Number of rounds)                                                                                                                                                                                                                                                                                      | AFTER I SHOOT IT                                                    |
| How often do you clean the action? (Months or Number of rounds)                                                                                                                                                                                                                                                                                    | AFTER I SHOOT IT.                                                   |
| How often do you clean the trigger assembly? (Months or Number of rounds)                                                                                                                                                                                                                                                                          | AFTER I SHOOT IT.                                                   |
| Brand of lubricant used:                                                                                                                                                                                                                                                                                                                           | HOPPE'S                                                             |
| How often do you lubricate the bore? (Months or Number of rounds)                                                                                                                                                                                                                                                                                  | AFTER I SHOOT IT                                                    |
| How often do you lubricate the action? (Months or Number of rounds)                                                                                                                                                                                                                                                                                | AFTER I SHOOT IT                                                    |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)                                                                                                                                                                                                                                                                      | AFTER I SHOOT IT                                                    |
| 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 |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?                                                                                                                                                                                                                                                | NEVER                                                               |
| 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 Hoefler Avenue<br>Illion, 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                                                                                                                                                                                                                                                     |                                                                     |



www.remington.com

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

## ARS LABEL REQUEST FORM

|                                  |           |                 |        |
|----------------------------------|-----------|-----------------|--------|
| DATE:                            | 12/8/2010 | REQUESTED BY:   | Dell   |
| QUANTITY:                        | 1         | WEIGHT PER PKG: | 10 lbs |
| <del>PLEASE CHECK ONE</del>      |           |                 |        |
| MEDIA                            |           |                 |        |
| COORDINATOR                      |           | I WILL MAIL     |        |
| TO MAIL                          |           | XXXXXX          |        |
| DESCRIPTION: Ref # 5335<br>rifle |           |                 |        |

## LABEL INFORMATION

|                                                                                             |
|---------------------------------------------------------------------------------------------|
| MAIL LABEL TO: Robert Street<br>9141 Walworth Rd.<br>Bancroft, MI 48414<br>Ph: 989-860-1838 |
| 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 DEC 8, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065959145  
REF 1:ROBERT STREET/CD/DMF  
REF 2:5335/RIFLE

|                             |              |             |
|-----------------------------|--------------|-------------|
| HANDLING CHARGE 0.00        |              | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: |              |             |
| DY 0.00                     | COO 0.00     | RS 0.50     |
| DC 0.00                     | DGD 0.00     | SD 0.00     |
| AM 0.00                     | PR 0.00      | SP 0.00     |
| TOT PUB CHG 0.20            | PUB+HANDLING | 0.20        |

