

Remington Arms Co., Inc.  
Product Service  
Legal Case #5310

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 217695 | 1/6/2011    | 12/6/2010       | 1/7/2011    | 12/6/2010     |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street                     | City   | State | Zip   | Age | Contact                                               |
|----------|----------|------------|-----------|----------------------------|--------|-------|-------|-----|-------------------------------------------------------|
| Incident |          | Billy      | Vest      | 401 Briarfield<br>PO Box 4 | Hewitt | TX    | 76643 |     | H 254-666-2734<br>C 254-749-8433<br>E brv401@live.com |

## Incident Information

| Claims | Codes                                  | Repair Est. | Medical Treatment | Medical Status |
|--------|----------------------------------------|-------------|-------------------|----------------|
| PI     |                                        |             |                   |                |
| PD     | Cause:4038 Could Not Duplicate Concern |             | Unknown           |                |
| S      | Concern:1008 Fired on Bolt Closing     |             |                   |                |
| C FBC  |                                        |             |                   |                |

12/6/10: Customer called in. Stated that the gun had a FBC. No damage, No injury. df

## Firearm Information

| Mfg.           | Type                       | Model/Ga.      | SKU            | Serial  | Bbl | DOM      |
|----------------|----------------------------|----------------|----------------|---------|-----|----------|
| Remington      | CF/BA                      | 700/3006 SPRG  | n/a            | 6382231 | OW  | 7/1/1972 |
| Date Purchased | Where Purchased            | Accessories    | Original Owner |         |     |          |
|                | WEST TEX WHLSE ABILENE TEX | TWO PIECE BASE | Y              |         |     |          |

## CONCERN:FBC

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 |               |                 |                |               |
|                                               | \$45.40                 | 1/12/2011               |               |                 |                |               |

12/6/10: Sending ARS, ltr, form, box. Box order# 1165637. df 1/12/11: Per Ilion - Could not duplicate concern. Trigger assm dirty and sticky parts work sluggish. Replace trigger assm, clean and test fire under BLM program. Customer called & apprvd. Paid by credit card. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                        | Comment      |
|-------------|--------------|-----------------------------|--------------|
| Examination | Examiner     |                             | B.TRAVIS     |
|             | Exam Date    |                             | 1/7/2011     |
|             | Product Type |                             | RP           |
|             | Action Type  |                             | A            |
|             | Assigned To  |                             | T.NAGLE      |
| Cause       | 4038         | Could Not Duplicate Concern |              |
| Barrel      | Description  |                             | 12" 3006 SPR |
|             | Date Code    |                             | OW           |
|             | 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 | 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; 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---               | .005                   |
|                          | Notch                  | Slightly Worn; Functioning | SLUGGISH               |
|                          | Tests                  | Test Fired                 | False                  |
| Feeding Test             |                        | False                      |                        |
| Trigger                  | Condition              | Slightly Worn; Functioning | DIRTY, STICKY          |
|                          | Pull                   | ---Select---               | 5#                     |
|                          | Altered                | False                      |                        |
|                          | Sub-Assembly           | M/700 Non-Bolt Lock        |                        |
| Non-Remington Components | Description            |                            | TWO PIECE BASE         |

5310

COPY

22"  
04/7/12  
5#  
1005

December 6, 2010

Billy Vest  
401 Briarfield  
PO Box 4  
Hewitt, TX 76643  
Ph: 254-666-2734

Ref: # 5310

Dear Mr. Vest,

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

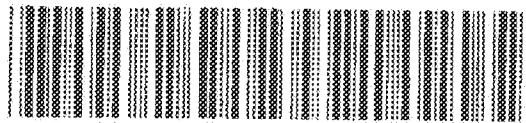
Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting 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&K, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

RECEIVED  
JAN 2011  
BY:.....

Serial: 6582231  
Model: 700



RE00217695

could not duplicate concern  
T.A. DIRTY + STICKY parts  
work sluggish. Replace  
JPA, clean + test fire under  
BEP Lon \$ 20.00 + ship

Quote

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

File  
306

Print

Reset

|                                                                                                                                                                                                                                                                                                                                                                                         |                         |                                        |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------|--|
| Model<br>Number: <u>700 ADL 30-06</u>                                                                                                                                                                                                                                                                                                                                                   |                         | Serial<br>Number: <u>6582231</u>       |  |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                                                                                                                                                                                                                         |                         |                                        |  |
| Name: <u>Billy RAY VEST</u>                                                                                                                                                                                                                                                                                                                                                             |                         | Date of Purchase:<br><u>11-15-1974</u> |  |
| Address (no PO Boxes):<br><u>401 BRIARFIELD</u>                                                                                                                                                                                                                                                                                                                                         |                         |                                        |  |
| City: <u>HEWITT</u>                                                                                                                                                                                                                                                                                                                                                                     | State: <u>TX</u>        | Zip: <u>76643</u>                      |  |
| Phone<br>(Daytime): <u>254-666-2734</u>                                                                                                                                                                                                                                                                                                                                                 |                         | Fax: <u>NONE</u>                       |  |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>BRV401@LIVE.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><p><i>When closing the bolt it fires. I had a gunsmith check &amp; clean the action and he could not tell what caused this. I saw on TV where the action was the problem. I hope you can fix this for me. It doesn't do it all the time. Monthly when I start loading. Since I first got it. Haven't used it very much.</i></p> |                         |                                        |  |
| 500 characters left                                                                                                                                                                                                                                                                                                                                                                     |                         |                                        |  |
| Ammunition Information:                                                                                                                                                                                                                                                                                                                                                                 |                         |                                        |  |
| Manufacturer: <u>REMINGTON</u>                                                                                                                                                                                                                                                                                                                                                          |                         | Type: <u>30-06</u>                     |  |
| Other (i.e. bullet weight/type, shot size, powder): <u>150 gr</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)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3 months and after firing |
| How often do you clean the action? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 3 months and after firing |
| How often do you clean the trigger assembly? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 3 months and after firing |
| Brand of lubricant used:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Remington REM OIL         |
| How often do you lubricate the bore? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 3 months and after firing |
| How often do you lubricate the action? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 3 months and after firing |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3 months and after firing |
| 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? June 2008 he could not find the cause of my problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                           |
| What were the services performed?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Hewitt, Tex               |
| 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. 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.

Master Card # :  
Exp 09/30/13

REDACTED

0790



www.remington.com

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

## ARS LABEL REQUEST FORM

|                                  |           |                    |        |
|----------------------------------|-----------|--------------------|--------|
| DATE:                            | 12/6/2010 | REQUESTED BY:      | De'll  |
| QUANTITY:                        | 1         | WEIGHT PER PKG:    | 10 lbs |
| PLEASE CHECK ONE:                |           |                    |        |
| MEDIA                            |           |                    |        |
| COORDINATOR                      |           |                    |        |
| TO MAIL                          |           | I WILL MAIL XXXXXX |        |
| DESCRIPTION: Ref # 5310<br>rifle |           |                    |        |

## LABEL INFORMATION

|                                                                                                 |
|-------------------------------------------------------------------------------------------------|
| MAIL LABEL TO: Billy Vest<br>401 Briarfield<br>PO Box 4<br>Hewitt, TX 76643<br>Ph: 254-666-2734 |
| 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

4XX598 DEC 7, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5989067523183  
REF 1: BILLY VEST/CD/DMF  
REF 2: 5310/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DGD 0.00 SD 0.00  
AM 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 10.54 PUB+HANDLING 10.54

