

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5294

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 215688 | 12/21/2010  | 12/3/2010       | 1/5/2011    | 12/1/2010     |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street          | City       | State | Zip   | Age | Contact                                                       |
|----------|----------|------------|-----------|-----------------|------------|-------|-------|-----|---------------------------------------------------------------|
| Incident |          | Ralph      | Helmuth   | 42119 SD Hwy 38 | Alexandria | SD    | 57311 |     | H 605-421-8529<br>W 605-239-4224<br>E helmuths14@triadtel.net |

## Incident Information

| Claims | Codes                                  | Repair Est. | Medical Treatment | Medical Status |
|--------|----------------------------------------|-------------|-------------------|----------------|
| FI     |                                        |             |                   |                |
| PD     | Cause:4038 Could Not Duplicate Concern |             | Unknown           |                |
| S      | Concern:1007 Fired on Safe Release     |             |                   |                |
| C FSR  |                                        |             |                   |                |

12/3/10: Customer called in. He stated he had FSR on 12/1/10. No damage, No injury. df

## Firearm Information

| Mfg.           | Type                     | Model/Ga.      | SKU            | Serial   | Bbl. | DOM                   |
|----------------|--------------------------|----------------|----------------|----------|------|-----------------------|
| Remington      | CF/BA                    | 700/22-250 REM | 84216          | G6880106 | OD   | 7/31/2009 10:46:38 AM |
| Date Purchased | Where Purchased          | Accessories    | Original Owner |          |      |                       |
| 9/18/2009      | CABELA S WHEELING DC / # | TWO PIECE BASE | Y              |          |      |                       |

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 Ilion - check over, clean, test fire @ n/c - warranty |                         |                         |               |                 |                |               |
|                                                           | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                                           | \$42                    | 1/17/2011               |               |                 |                |               |

12/3/10: Sending ARS, ltr, form, box. Box order# 1165244. df 1/17/11: Per Ilion - Could not duplicate concern. TA dirty. Check over completely, clean & test fire at n/c - warranty. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment           |
|-------------|------------------------|-----------------------------|-------------------|
| Examination | Examiner               |                             | B. TRAVIS         |
|             | Exam Date              |                             | 1/5/2011          |
|             | Product Type           |                             | RF                |
|             | Action Type            |                             | A                 |
|             | Assigned To            |                             | T.NAGLE           |
| Cause       | 4038                   | Could Not Duplicate Concern |                   |
| Barrel      | Description            |                             | 26" 22-250 REM HB |
|             | Date Code              |                             | OD                |
|             | 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        | Slightly Worn; Functioning |                |
|                          | Fore End Condition     | --Select--                 |                |
|                          | Condition              | Slightly Worn; Functioning |                |
| Receiver                 | Bulged                 | False                      |                |
|                          | Description            |                            | XMP SAFETY     |
| Safety                   | Function               | Like new; Functioning      |                |
|                          | Sub-Assembly           | Non-ISS                    |                |
|                          | Lift                   | --Select--                 | 013            |
| Scar                     | Notch                  | Like new; Functioning      |                |
|                          | Tests                  | Test Fired                 | False          |
|                          |                        | False                      |                |
| Feeding Test             | Condition              | Like new; Functioning      | DIRTY          |
| Trigger                  | Pull                   | --Select--                 | 3#             |
|                          | Altered                | False                      |                |
|                          | Sub-Assembly           | X-Mark Pro                 |                |
|                          | Description            |                            | TWO PIECE BASE |
| Non-Remington Components | Description            |                            |                |

5294

COPY

26"  
007/0  
34  
10/3

December 3, 2010

Ralph Helmuth  
42119 SD Hwy 38  
Alexandria, SD 57311  
Ph: 605-421-8529

Ref: # 5294

Dear Mr. Helmuth,

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.

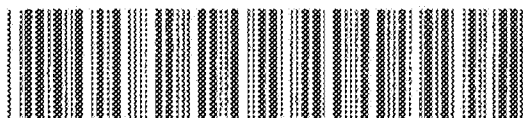
Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Serial Number:

G6880106

Model: 700



RE00215688

could not duplicate concern.  
T.A. Dirty. Check over  
completely, clean test fire  
at H/c warranty

(Reset T.P. screw)

RECEIVED

JAN 06 2011

BY: .....

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 20074

Print

Reset

|                                                                                                                                                  |  |                                        |                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------|-------------------|
| Model<br>Number: <input type="text"/>                                                                                                            |  | Serial<br>Number: <u>G 6880106</u>     |                   |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                 |  |                                        |                   |
| Name: <u>Vernon Helmut</u>                                                                                                                       |  | Date of Purchase:<br><u>09-18-2009</u> |                   |
| Address (no PO Boxes):<br><u>42119 HWY 58</u>                                                                                                    |  |                                        |                   |
| City: <u>Alexandria</u>                                                                                                                          |  | State: <u>SD</u>                       | Zip: <u>57311</u> |
| Phone<br>(Daytime): <u>605-239-4224</u>                                                                                                          |  | Fax: <input type="text"/>              |                   |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>helmuths14@midtel.net</u>                  |  |                                        |                   |
| 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>The Gun fired on Safe Release 2 times and the 2nd time it was 2ft from my friend.</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: <u>Hodgdon-Varget</u>                                                                                                               |  | Powder Weight: <u>34 grs</u>           |                   |
| Case/Hull Used: <u>Remington</u>                                                                                                                 |  | Primer Used: <u>Winchester</u>         |                   |
| Bullet Type/Shot Size: <u>Nesler 60gr partition</u>                                                                                              |  | Reloader Used: <u>RCBS</u>             |                   |
| Firearms Care (Cleaning and Lubrication):                                                                                                        |  |                                        |                   |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Brand of cleaning solution used: <u>Hoppe's</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| How often do you clean the bore? (Months or Number of rounds) <u>every 10 Rounds</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| How often do you clean the action? (Months or Number of rounds) <u>10 Rounds</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>50 rounds</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Brand of lubricant used: <u>Hoppe's</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| How often do you lubricate the bore? (Months or Number of rounds) <u>10 Rounds</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| How often do you lubricate the action? (Months or Number of rounds) <u>10 Rounds</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>50 Rounds</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 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? <u>Never</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| What were the services performed? <u>N/A</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Ship your INSURED firearm by either UPS or Parcel Post to:<br><br>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><br><br>:: 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 |

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:                                                | 12/3/2010 | REQUESTED BY:                                          | Dell   |
| QUANTITY:                                            | 1         | WEIGHT PER PKG:                                        | 10 lbs |
| <input checked="" type="checkbox"/> PLEASE CHECK ONE |           |                                                        |        |
| MEDIA<br>COORDINATOR<br>TO MAIL                      |           | I WILL MAIL <input checked="" type="checkbox"/> XXXXXX |        |
| DESCRIPTION: Ref # 5294<br>rifle                     |           |                                                        |        |

## LABEL INFORMATION

|                                                                                             |
|---------------------------------------------------------------------------------------------|
| MAIL LABEL TO: Ralph Helmuth<br>42119 SD Hwy 38<br>Alexandria, SD 57311<br>Ph: 605-421-8529 |
| 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 7, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5968065324342  
REF 1:RALPH HELMUTH/CD/DMF  
REF 2:5294/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     |  |
| AK 0.00                     | PR 0.00      | SP 0.00     |  |
| TOT PUB CHG 0.45            | PUB+HANDLING | 0.45        |  |

