

Remington Arms Co., Inc.
Product Service
Legal Case #:6087

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 229221 | 4/19/2011 | 4/5/2011 | 4/20/2011 | 4/3/2011 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------|-----------|-------|-------|-----|----------------|
| Incident | | Phil | Haney | 1302 S. 3rd St | Chickasha | OK | 73018 | | H 405-224-1510 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|-------------------------------------|-----------------------------|--------------------------------|----------------|
| PI | | | | |
| PD | Cause:4038 | Could Not Duplicate Concern | | |
| S | Barely touched trigger and it fired | Concern:1006 | Unexplained Discharge Safe OFF | Unknown |
| C | | | | |

4/5/11 Per call from Haney, he bought this rifle about a year ago and has shot it with no problems in the past. Sunday he had it out and the trigger locked up. He couldn't open the bolt. The safety was off. He laid it down on it's side and was working the bolt. He barely touched the trigger trying to get the bolt to release and it fired.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------|----------------|----------------|----------|------|---------------------|
| Remington | CF/BA | 700/300 WIN MA | 84371 | G6891302 | WD | 8/7/2009 6:41:41 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| 1/5/2010 | RSR GROUP TEXAS, INC. | | Y | | | |

CONCERN:WENT OFF BARELY TOUCHING TRIG

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, fit new TPA, clean, test at no charge to restore confidence | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | 52.88 | 4/28/2011 | | | | |

4/5/11 Mailing ARS.cm 4/28/11 Per Ilion, could not duplicate concern. To restore confidence in rifle will fit new TPA, clean, test at no charge under warranty.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|-----------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 4/20/2011 |
| | Product Type | | RF |

| | | | |
|--------------|------------------------|-----------------------------|-----------------|
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 26" 300 WIN MAG |
| | Date Code | | WD |
| | 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 | |
| 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 | | XMP SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .011 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 4# |
| | Altered | False | |
| | Sub-Assembly | X-Mark Pro | |

Remington®

26"
WD 8/0
4#
0.011

6087

April 5, 2011

Phil Haney
1302 S. 3rd St.
Chickasha, OK 73018

Subject: #6087, Model 700

Dear Mr. Haney,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the boxes with "Product Service".

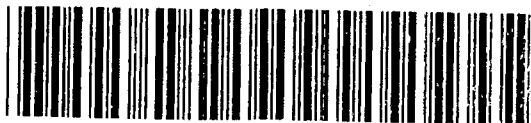
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
APR 27 2011
BY:

G6891302
Model: 700



RE00229221

could not duplicate concern.
To restore confidence in
rifle will fit new TPA
clean & test fire at N/C
warranty

27
25.88
52.88

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

PS 20652

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

| | | | |
|---|--|-------------------------------|------------|
| Model Number: 200 SPS | | Serial Number: G6891302 | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: Phillip HANEY | | Date of Purchase: 1-05-2010 | |
| Address (no PO Boxes): 1302 S 3rd Str. | | | |
| City: Chickasha | | State: OK | Zip: 73018 |
| Phone (Daytime): 405-224-1510 | | Fax: | |
| E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) tmecl4@sbclglobal.net | | | |
| E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: Trigger & Bolt Hangs Locked with Safety off Then with off with very light pull on Trigger | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: Hornady | | Type: 165 Grain SST Interlock | |
| Other (i.e. bullet weight/type, shot size, powder): | | | |
| Handload Information: | | | |
| 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: Hoppes

How often do you clean the bore? (Months or Number of rounds) after 20 rounds

How often do you clean the action? (Months or Number of rounds) 20 rounds

How often do you clean the trigger assembly? (Months or Number of rounds) 20 rounds

Brand of lubricant used: Remington

How often do you lubricate the bore? (Months or Number of rounds) after 20 rounds

How often do you lubricate the action? (Months or Number of rounds) 20 rounds

How often do you lubricate the trigger assembly? (Months or Number of rounds) 20 rounds

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? not

What were the services performed? NONE

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, NY 13357

Ⓢ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.

- :: 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 return address will be refused.

| | | | | | | | | | | | |
|--------|------|--------------|--------|------------------|--------|--------|--|-----|--|-----|--|
| Case # | 6087 | Date of Call | 4/5/11 | Date of Incident | 4/3/11 | PreLit | | Lit | | Obs | |
|--------|------|--------------|--------|------------------|--------|--------|--|-----|--|-----|--|

| | | | |
|---------------|--|-------------------|--|
| Reporter name | | Incident Name/Age | Phil Haney 1302 S. 3rd St Chickasha OK 73018 405-224-1510 |
| address | | address | |
| contact #'s | | contact #'s | |
| email | | email | |

| | |
|--------|--|
| Injury | |
|--------|--|

| | |
|-------------------|--|
| Medical Treatment | |
|-------------------|--|

| | |
|---------------|--|
| Alleged cause | |
|---------------|--|

| | | | | | | | | |
|---------|----------|-----|-----|-------------|----------------------|--|--|--|
| Firearm | Ser # | Cal | DOM | Orig owner? | When/Where purchased | | | |
| 760 | G6874127 | | | | 1 yr. old | | | |

| | | | | | | |
|------------|----------------|-------|---------|-----------------|-------|-----------------|
| Ammunition | Factory/Reload | Manuf | Caliber | Bullet type/wgt | Lot # | Additional info |
| | | | | | | |

| | |
|---------------|--|
| Other Product | |
|---------------|--|

| | |
|--------|--|
| Notes: | <p>The trigger locked up. Couldn't open bolt. Safety off. Turned it on its side, laid down & it fired when he touched the trigger</p> <p>heard dealer in background - Sold it Nov/Dec. 2009</p> <p>Has shot it before</p> |
|--------|--|

| | |
|--------------------|--|
| Customer's Request | |
|--------------------|--|

| | |
|-------------------|--|
| My actions/offers | |
|-------------------|--|



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|----------------------------------|----------|---------------------|---------|
| DATE: | 4/5/2011 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: | | | |
| MEDIA COORDINATOR TO MAIL | | xxx | |
| I WILL MAIL | | | |
| DESCRIPTION: G6874127 700 | | | |

LABEL INFORMATION

| | |
|--|---|
| MAIL LABEL TO: | Phil Haney 1302 S. 3rd St Chickasha, OK 73018 405-224-1510 |
| RETURN ITEM TO: Remington Prod Service | |

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 APR 5, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066635588
REF 1:PHIL HANEY/CD/CM
REF 2:700/G6874127

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.18 PUB+HANDLING 10.18 SP 0.00







