

Remington Arms Co., Inc.
Product Service
Legal Case #:6178

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
231826	5/18/2011	5/9/2011	5/26/2011	4/29/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ricardo	Bylo	562 N. Jackson Ave.	Harrison	MI	48625		H 989-539-5430 E rbylo2@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Cut thumb				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	N	Customer said he's fine
C FSR				

5/9/11: Customer called in. He stated he was on a big game hunt in Africa & on 4/29/11 he had a FSR w/rifle. No damage. Recoil from unexpected discharge cut his thumb but he did not receive medical treatment. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26107	E6716811	LV	2/7/2001 5:50:22 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/31/2010	BILL HICKS & CO LTD		N			

CONCERN:FSR - INJURY

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
Replace TA @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$67.40	5/26/2011				

5/9/11: Mailing ARS, letter, form. Box order# 1217712. df 5/26/11: Per Ilion - Could not duplicate concern. Trigger condition was dirty. I spoke to customer & we will replace TA, clean & test fire @ n/c - goodwill gesture. He was in full agreement w/that. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/19/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 RUM
	Date Code		LV
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

X

6178

(COPY)
26 11
2/01
S.S.#
1010

May 9, 2011

Ricardo Bylo
562 N. Jackson Ave.
Harrison, MI 48625
Ph: 989-539-5430

Ref: # 6178, Model 700, Serial # E6716811

Dear Mr. Bylo,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

Number: E6716811

Model: 700



RE00231826

RECEIVED
MAY 23 2011

BY:.....

Print

Reset

Model Number: 700 BDL		Serial Number: E6716811	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: RICARDO BYLO		Date of Purchase: 10-31-2010	
Address (no PO Boxes): 562 N JACKSON AVE.			
City: HARRISON		State: MI	Zip: 48625
Phone (Daytime): 989 539 5430		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) RBYLO2@YAHOO.COM			
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: DURING MY SAFARI HUNT IN SOUTH AFRICA ON 04-29-11 AS I WENT TO PLACE MY RIFLE ONTO THE P.H. GUIDES SHOOTING STIX I SLID THE SAFETY FROM ON TO FIRE. THE RIFLE WAS NOT YET FULLY SHOULDERED. THE FIREARM DISCHARGED BY ITSELF WHEN THE SAFETY WAS MOVED TO THE FIRE POSITION RESULTING IN MY LEFT THUMB ABSORBING ALL THE RECOIL, CUTTING IT & SPRAINING IT.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: ALLIANT RELOADER 22		Powder Weight: 86.3 GRNS	
Case/Hull Used: REMINGTON (NEW)		Primer Used: WINCHESTER 1000 MAG	
Bullet Type/Shot Size: BARNES XXX		Reloader Used: RCBS	
TTS M 180 GRN			
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <i>SUPER QGC</i>
How often do you clean the bore? (Months or Number of rounds) <i>EVERY 20 ROUNDS OR LESS</i>
How often do you clean the action? (Months or Number of rounds) <i>AFTER EACH USE</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>AFTER EACH USE</i>
Brand of lubricant used: <i>OUTERS LUBE OIL</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>AFTER EACH USE</i>
How often do you lubricate the action? (Months or Number of rounds) <i>AFTER EACH USE OR MONTHLY</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>AFTER EACH USE</i>
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?) <i>N/A</i>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<p>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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	5/9/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 6178 rifle		

LABEL INFORMATION

MAIL LABEL TO: Ricardo Bylo 562 N. Jackson Ave. Harrison, MI 48625 Ph: 989-539-5430
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 MAY 9, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065771923
REF 1: RICARDO BYLO/CD/DMF
REF 2: 6178/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
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 8.96 PUB+HANDLING 8.96







