

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6003

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 228499 | 4/11/2011   | 3/16/2011       | 4/19/2011   |               |         |     |          |

## Customer Information

| Type     | Business             | First Name | Last Name       | Street               | City     | State | Zip   | Age | Contact  |
|----------|----------------------|------------|-----------------|----------------------|----------|-------|-------|-----|--|
| Reporter | Woodsbay Gunsmithing | ----       | Woodsbay Gunsmi | 13390 Montana Hwy 35 | Big Fork | MT    | 59911 |     | W 406-837-1101<br>C 406-250-8038<br>E<br>dmajerus@centurytel.net |

## Incident Information

| Claims                           | Codes        | Repair Est.                 | Medical Treatment | Medical Status |
|----------------------------------|--------------|-----------------------------|-------------------|----------------|
| PI                               |              |                             |                   |                |
| PD Consumer shot a hole in truck | Cause:4038   | Could Not Duplicate Concern | Unknown           |                |
| S                                | Concern:1007 | Fired on Safe Release       |                   |                |
| C FSR                            |              |                             |                   |                |

3/16/11: Dealer called in. He stated a customer brought his rifle in & stated it fired on safe release & shot a hole in his truck. Dealer did not have a date of occurrence or what the consumer wants us to do. df

## Firearm Information

| Mfg.           | Type                          | Model/Ga.                | SKU            | Serial Bbl. | DOM      |
|----------------|-------------------------------|--------------------------|----------------|-------------|----------|
| Remington      | CF/BA                         | 700/22-250 REM           | n/a            | 6419678 CW  | 4/1/1972 |
| Date Purchased | Where Purchased               | Accessories              | Original Owner |             |          |
|                | DAYTON GUN HDQTRS DAYTON OHIO | TWO PIECE BASE,STK. BOOT | U              |             |          |

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 |
|---|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Repair @ n/c under BLM - goodwill gesture |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| \$30.40                 | 4/19/2011               |

3/16/11: Sending ARS, letter, form. df 4/15/11: Per Ilion - Could not duplicate concern, some dirt in trigger. I called customer & left him a voice msg to call me. I am willing to replace TA, clean & test fire @ n/c under BLM @ n/c but will not pay for truck repair. df 4/19/11: Per agreement w/dealer - we will replace TA, clean & test fire @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

| Part                     | Sub-Part               | Code                        | Comment                  |
|--------------------------|------------------------|-----------------------------|--------------------------|
| Examination              | Examiner               |                             | B.TRAVIS                 |
|                          | Exam Date              |                             | 4/12/2011                |
|                          | Product Type           |                             | RF                       |
|                          | Action Type            |                             | A                        |
|                          | Assigned To            |                             | T.NAGLE                  |
| Cause                    | 4038                   | Could Not Duplicate Concern |                          |
| Barrel                   | Description            |                             | 24" 22-250 REM           |
|                          | Date Code              |                             | CW                       |
|                          | 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  | FINISH WEAR              |
|                          | Stock Condition        | Slightly Worn; Functioning  | MARS,SCRATCHES           |
|                          | 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---                | .009                     |
|                          | Notch                  | Slightly Worn; Functioning  |                          |
|                          | Tests                  | Test Fired                  | False                    |
| Feeding Test             |                        | False                       |                          |
| Trigger                  | Condition              | Slightly Worn; Functioning  | SOME DIRT                |
|                          | Pull                   | ---Select---                | 4#                       |
|                          | Altered                | False                       |                          |
|                          | Sub-Assembly           | M/700 Bolt Lock             |                          |
| Non-Remington Components | Description            |                             | TWO PIECE BASE,STK. BOOT |

6003

X

[copy]

24"  
CW47  
4#  
1009

March 16, 2011

Woodsbay Gunsmithing  
13390 Montana Hwy 35  
Big Fork, MT 59911  
Ph: 406-837-1101

Ref: # 6003, M/700, Serial # 6419678

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  
APR 15 2011

BY: \_\_\_\_\_

6419678  
Model: 700



RE00228499

Print

Reset

|   |  |   |                   |
|---|--|---|-------------------|
| Model<br>Number: <u>700</u>   |  | Serial<br>Number: <u>6419678</u>                              |                   |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  |  |   |                   |
| Name: <u>Woodsbay Gunsmithing</u>   |  | Date of Purchase:<br><u>                    </u>              |                   |
| Address (no PO Boxes):<br><u>13390 MT. Hwy 35</u>   |  |   |                   |
| City: <u>Bigfork</u>  |  | State: <u>MT</u>  | Zip: <u>59911</u> |
| Phone<br>(Daytime): <u>406-837-1101</u>   |  | Fax: <u>406-250-8038</u><br>Cell: <u>                    </u> |                   |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>dmajerus@centurytel.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>customer shot is truck while taking</u><br><u>Safety off, with live round in chamber</u> |  |   |                   |
| 500 characters left   |  |   |                   |
| Ammunition Information:   |  |   |                   |
| Manufacturer: <u>                    </u>   |  | Type: <u>                    </u>                             |                   |
| Other (i.e. bullet weight/type, shot size, powder): <u>                    </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) _____   |
| How often do you clean the action? (Months or Number of rounds) _____   |
| How often do you clean the trigger assembly? (Months or Number of rounds) _____   |
| Brand of lubricant used: _____  |
| How often do you lubricate the bore? (Months or Number of rounds) _____   |
| How often do you lubricate the action? (Months or Number of rounds) _____   |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) _____   |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO  |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) _____  |
| What were the services performed?) _____  |
| Ship your INSURED firearm by either UPS or Parcel Post to:<br><br><b>Remington Arms Co., Inc.</b><br><b>Attn: Arms Service Division</b><br><b>14 Hoefler Avenue</b><br><b>Ilion, NY 13357</b>   |
| <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 |



www.remington.com

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

## ARS LABEL REQUEST FORM

|   |           |                    |               |
|---|-----------|--------------------|---------------|
| DATE:   | 3/16/2011 | REQUESTED BY:      | Dell          |
| QUANTITY:   | 1         | WEIGHT PER PKG:    | 10 lbs        |
| <b>PLEASE CHECK ONE</b><br><b>MEDIA</b><br><b>COORDINATOR</b><br><b>TO MAIL</b> |           | <b>I WILL MAIL</b> | <b>XXXXXX</b> |
| DESCRIPTION: Ref# 6003<br>rifle   |           |                    |               |

## LABEL INFORMATION

MAIL LABEL TO: Woodsbay Gunsmithing  
13390 Montana Hwy 35  
Big Fork, MT 59911  
Ph: 406-837-1101

RETURN ITEM TO Remington Arms  
Attn: Product Service  
Ilion, NY

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

4XX596 MAR 16, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066721172  
REF 1: WOODSBAY GUNSMITHING/SWP/DELL  
REF 2: REF# 6003 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  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 12.51 PUB+HANDLING 12.51















