

Remington Arms Co., Inc.
Product Service
Legal Case #:7086

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 252493 | 1/4/2012 | 12/14/2011 | 1/5/2012 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------------|------------|----------------|-----------------------|-------|-------|-------|-----|----------------|
| Reporter | Bullets & Bows | Kenny | Bullets & Bows | 110 W. Louisiana Ave. | Raine | LA | 70578 | | W 337-334-0033 |

Incident Information

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

12/14/11: Dealer called in. He stated a consumer brought him the gun & said he had a FSR with it. No report of injury or damage. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------|----------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/7MM REM MA | 27480 | E6842148 | WP | 8/11/1995 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | WAL MART WAREHOUSE 3R | TWO PIECE BASE | 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 |
|-----------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Quote to repair | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |

12/15/11: Mailing ARS & forms. df 1/4/12: Per Ilion - Could not duplicate concern. TA very dirty. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|-----------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/5/2012 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 24" 7MM REM MAG |
| | Date Code | | WP |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| | Firing Pin | Slightly Worn; Functioning | |

| | | | |
|--------------------------|--------------------|----------------------------|----------------|
| Bolt | 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 | Non-ISS | |
| Sear | Lift | ---Select--- | .013 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | VERY DIRTY |
| | Pull | ---Select--- | 5.5# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE BASE |

7086

COPY

24"
WP8/c
S.57
1013

December 14, 2011

Bullets & Bows
Attn: Kenny
110 W. Louisiana Ave.
Raine, LA 70578
Phone: 337-334-0033

Ref: # 7086, Model 700, Serial # E6842148

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

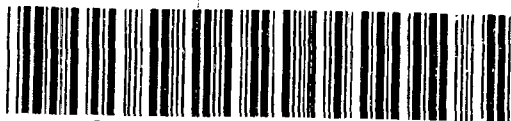
Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

Serial Number: E6842148

Model: 700



RE00252493

could not duplicate concern
T.A. very dirty. can often
to replace T.A. clean & test
fire at 1/2 normal cost.

Quide

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

[illegible]

Print

Reset

| | | | |
|---|--|-------------------------------------|------|
| Model Number: <u>700</u> | | Serial Number: <u>E 68 42148</u> | |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: | | Date of Purchase: | |
| Address (no PO Boxes): | | | |
| City: | | State: | Zip: |
| Phone (Daytime): | | Fax: | |
| E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) | | | |
| 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: | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: | | Type: | |
| 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: |
| 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: |
| <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p> |
| <p><input type="checkbox"/> 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 style="text-align: center;">:: 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</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.

ARS LABEL REQUEST FORM

| | |
|---|-------------------------------------|
| DATE: 12/15/2011 | Service Request # SR00006750 |
| QUANTITY: 1 | WEIGHT PER PACKAGE: 10 LBS |
| REQUESTED BY: fulcherdm | |
| email address: I WILL MAIL LABEL | |

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

BULLETS & BOWS
ATTN: KENNY
110 W. LOUISIANA AVE.
SR00006750
RAINE, LA 70578 US
Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 DEC 15, 2011 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5968066834149 ALL CURRENCY USD
REF 1:SR00006750
REF 2:

| | | | |
|----------------------------|----------|----------------------|------|
| HANDLING CHARGE 0.00 | | FRT: 3RD | |
| SHIPMENT PUB RATE CHARGES: | | SVC T/P USD | |
| DV 0.00 | COD 0.00 | RS | 0.60 |
| DC 0.00 | DGD 0.00 | | |
| AH 0.00 | PR 0.00 | ROD | 0.00 |
| TOT PUB CHG 10.27 | | PUB + HANDLING 10.27 | |

ATTN: Product Service

