

Remington Arms Co., Inc.
Product Service
Legal Case #:6770

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 246464 | 11/10/2011 | 10/31/2011 | 11/11/2011 | 10/30/2011 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------------|---------|-------|-------|-----|---------------------------------------|
| Incident | | Neil | Carter | 12327 Woodthorpe Ln | Houston | TX | 77024 | | H 713-467-6236 E neilxc@swbell.net |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|---------------------------|--|-------------|-------------------|----------------|
| PI injured thumb | | | | |
| PD | Cause:4038 Could Not Duplicate Concern | | U | |
| S Fired on safety release | Concern:1007 Fired on Safe Release | | | |
| C | | | | |

10/31/11 Per call from Carter, he bought this rifle new in 1990 and the trigger pull was excessive. He had a local smith set it to 3-4 lbs. The gun went off on safety release and took a chunk out of his thumb. He sent it to a RARC, the repaired it and charged him since it was adjusted outside the factory. Yesterday on the range he pushed the safety forward and it fired and took a chunk out of his thumb again.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------|----------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/30-06 SPRG | 25813 | C6429577 | DJ | 9/20/1989 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | SPORTS SOUTH INC | SCOPE BASE | Y | | | |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|---|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion, replace TPA, clean, test fire at no charge | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | 57.62 | 11/17/2011 | | | | |

10/31/11 Emailing ARS, ltr, SR.cm 11/17/11 Per Ilion, could not duplicate concern. Trigger assm screws altered. Hard off safety. Replace TPA, clean, test fire at no charge.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|---------------|
| Examination | Examiner | | B. TRAVIS |
| | Exam Date | | 11/11/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 3006 SPRG |
| | Date Code | | DJ |
| | 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 | | M/700 SAFETY |
| Safety | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| | Lift | ---Select--- | .015 |
| Sear | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | HARD OFF SAFETY |
| | Pull | ---Select--- | 3# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | SCOPE BASE |

22"
DJ 9/89
3#
.015

6770

October 31, 2011

Neil Carter
12327 Woodthorpe Ln
Houston, TX 77024

Subject: Case # 6770, Model 700 barrel, SR# 2461

Dear Mr. Carter,

Please include a copy of this letter with the firearm as well as the Service Request form.
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
NOV 14 2011

BY:

Serial Number:

C6429577

Model: 700



RE00246464

could not duplicate concerns
T. A. set screws altered. Hand off
safety. Replace TPA, clean & test
fire & N/C

#230145

(no record of a previous repair)

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

This rifle fired when the safety was released. Five years ago I had the same problem. At that time the trigger assembly was repaired by a factory certified repair center. I was assured that I would never have the problem again.

I have totally lost confidence in this trigger assembly design and doubt that I would ever feel safe with it again. Before making repairs please contact me and discuss what alternates are available.

Neil Carter
713-467-6236

Mitchell, Christy

From: Neil Carter [neilxc@swbell.net]
Sent: Wednesday, November 02, 2011 1:44 PM
To: Mitchell, Christy
Subject: RE: Remington Model 700

Christy

I took the rifle to UPS today and enclosed the paperwork you specified. I also included a note with text as follows:

This rifle fired when the safety was released. Five years ago I had the same problem. At that time the trigger assembly was repaired by a factory certified repair center. I was assured that I would never have the problem again.

I have totally lost confidence in this trigger assembly design and doubt that I would ever feel safe with it again. Before making repairs please contact me and discuss what alternates are available.

Neil Carter
713-467-6236

Thank you for your help. I look forward to having a rifle that I am confident that am confident will not malfunction.

Sincerely
Neil Carter

-----Original Message-----

From: Mitchell, Christy [mailto:Christy.Mitchell@remington.com]
Sent: Monday, October 31, 2011 4:15 PM
To: neilxc@swbell.net
Subject: Remington Model 700

Mr. Carter, please print the attached Service Request and my letter and include them inside with the rifle before sealing. You should receive another email by end of day tomorrow containing the UPS ground prepaid shipping label.

Sincerely, Christy Mitchell



October 31, 2011

Neil Carter
12327 Woodthorpe Ln
Houston, TX 77024

Subject: Case # 6770, Model 700 barrel, SR# 2461

Dear Mr. Carter,

Please include a copy of this letter with the firearm as well as the Service Request form. **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".**

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Sincerely,

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

Remington Arms Company, Inc. • 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

www.Remington.com



ATTN: Product Service #6770

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

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.

| | | |
|--|--|---|
| Service Request Number SR00002461 | Serial Number / Description C6429577 Model 700 RIFLE | Date of Request: 10/31/2011 Date Printed: 10/31/2011 |
| Customer: NEIL CARTER 12327 WOODTHORPE LN HOUSTON, TX 77024 US Email: neilxc@swbell.net | Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email: | |

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

| Parts And Service Details | | | | | | |
|---------------------------|------|-------------|------------|----------|-------|-------------|
| Material | Type | Description | Qty Needed | Warranty | Price | Disc Amount |

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00002461
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6770



ARS LABEL REQUEST FORM

| | |
|--|-------------------------------------|
| DATE: 11/02/2011 | Service Request # SR00002461 |
| QUANTITY: 1 | WEIGHT PER PACKAGE: 10 LBS |
| REQUESTED BY: mitchellics | |
| email address: Christy.Mitchell@remington.com | |

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

NEIL CARTER
12327 WOODTHORPE LN
HOUSTON, TX 77024 US
SR00002461

Email: neilxc@swbell.net

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065451153
REF 1:SR00002461
REF 2:CD

ATTN: Product Service #6770

| | | |
|------------------------------|--------------|-------------|
| 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 1.00 |
| AH 0.00 | PR 0.00 | SD 0.00 |
| TOT PUB CHG 12.03 | PUB+HANDLING | SP 0.00 |
| | | 12.03 |







