

Remington Arms Co., Inc.
Product Service
Legal Case #:5468

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 238463 | 8/19/2011 | 12/20/2010 | 8/22/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------|---------|-------|-------|-----|--|
| Incident | | Kathy | Fultz | 964 State Rt 1 | Greenup | KY | 41144 | | H 606-473-5053 E kathybarn@windstream.net |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|-------------------------|------------------------------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4006 | Altered Adjustments or Components | | |
| S | Fires on safety release | Concern:1007 Fired on Safe Release | Unknown | |
| C | | | | |

12/20/10 Per email sent to Remington.com, incid 101217-000049, "I am having trouble with my rifle. On multiple occasions when the safety is turned off the gun fires unexpectedly. The rifle is a Remington Model 700 22-250 caliber."cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|----------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/22-250 REM | n/a | A6259263 | BI | 1/12/1976 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | BLUEFIELD SPLY BLUEFIELD VA | 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, replace TPA, clean, test fire at BLSM program price | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | 45.40 | 8/26/2011 | | | | |

12/20/10 Mailing ARS.cm 8/26/11 Per Ilion, trigger assm dirty and set screws altered. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------------|----------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 8/22/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4006 | Altered Adjustments or Components | |
| Barrel | Description | | 24" 22-250 REM |
| | Date Code | | BI |
| | 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; Not Functioning | |
| | Stock Condition | Slightly Worn; Functioning | MARS, DENTS |
| | 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--- | .010 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | DIRTY, NO TRIG RETURN WILL FOLLOW DOWN |
| | Pull | ---Select--- | 2.5# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE BASE |



Kathy Crum-Fultz
964 State Route 1
Greenup, KY 41144-6390

24"
BEI/76
2.5"
.010

5468

December 20, 2010

Kathy Fultz
964 State Route 1
Greenup, KY 41144

Subject: #5468, Model 700

Dear Ms. Fultz,

Thank you for your patience. Enclosed is a 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 box 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

T.A. dirty + set screws Altered.
Replace TPA, clean + test fire
under BCP Ron \$ 20.00 + ship

A6259263
Model: 700



RE00238463

RECEIVED
AUG 26 2011

Quote

BY:

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



Kathy Crum - Fultz
964 State Route 1
Greenup, KY 41144-6390

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

| | | | |
|---|--|---|-------------------|
| Model Number: 700 | | Serial Number: A6259263 | |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: Kathy G. (Crum) Fultz ^{Maiden Name} | | Date of Purchase: 12-1987 (x-mas gift from Parents) | |
| Address (no PO Boxes): 964 State Route 1 | | | |
| City: Greenup | | State: KY | Zip: 41144 |
| Phone (Daytime): 606-473-5053 | | Cell: 606-923-5930 | Fax: 606-923-5930 |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Kathy.gail.2004@yahoo.com | | | |
| E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: This gun will randomly fire when the safety is turned off. It has happened to me 3 times. | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: Remington | | 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: | Hopper's - My husband maintains this |
| How often do you clean the bore? (Months or Number of rounds) | 1 a year or so |
| 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: | Hopper's |
| 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 checked="" type="checkbox"/> NO | |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? | |
| Never | |
| What were the services performed? | |
| Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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. | |

5468

| |
|--|
| Reference # 101217-000049 |
| Status Unresolved |
| Assigned To Administrators Christy - |
| Product History |
| SLA Not specified |
| Queue CSR |
| Date Created 12/17/2010 02:27 PM |
| Initial Response None |
| Last Updated 12/20/2010 10:23 AM |
| Customer SmartSense +1 (on -3 to +3 scale) |
| Staff SmartSense 0 (on -3 to +3 scale) |

RIFLE MISFIRING**Discussion Thread****Customer (Kathy Fultz)**

12/17/2010 02:27 PM

Dear Remington

I am having trouble with my rifle. On multiple occasions when the safety is turned off the gun fires unexpectedly.

The rifle is a Remington Model 700 22-250 caliber.

Please contact me as to what I could do to make this gun safe.

Sincerely

Kathy Fultz
964 State Route 1
Greenup, KY 41144
606-473-5053
kgcf41144@yahoo.com kgcf41144@yahoo.com

Primary Contact**First Name:** Kathy**Last Name:** Fultz**Organization:****Login:** kathybarn@windstream.net**Title:****Contact Type:****Email:** kathybarn@windstream.net**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---------------------------|------------|---------------------|---------|
| DATE: | 12/20/2010 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE | | | |
| MEDIA COORDINATOR TO MAIL | | xx | |
| | | I WILL MAIL | |
| DESCRIPTION: | | | |
| 700 | | | |

LABEL INFORMATION

| | |
|-----------------|---|
| MAIL LABEL TO: | Kathy Fultz 964 State Route 1 Greenup, KY 41144 |
| RETURN ITEM TO: | Rem Prod Service |

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067545414
REF 1: KATHY FULTZ/CD/CM
REF 2: 700

| | | |
|-----------------------------|----------|-------------------|
| HANDLING CHARGE 0.00 | | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: | | RS 0.50 |
| DV 0.00 | COD 0.00 | SD 0.00 |
| DC 0.00 | DGD 0.00 | SP 0.00 |
| AH 0.00 | PR 0.00 | PUB+HANDLING 8.24 |
| TOT PUB CHG 8.24 | | |







