

Remington Arms Co., Inc.
Product Service
Legal Case #:6850

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 247859 | 11/23/2011 | 11/15/2011 | 11/29/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-------------------------|--------------|-------|-------|-----|---------------------------------------|
| Reporter | | Dave | Phillips | 2903 Richard Buck North | Williamsburg | VA | 23185 | | H 757-879-2720 E dphillips@cwf.org |

Incident Information

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

11/15/11 Per call from Phillips, this past week he took the rifle to the mountains, bolted weapon, took safety off to unload and it fired. He took the ammo out, tried to move bolt and it wouldn't. He was able to repeat the safety issue.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|--------------------------|----------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/30-06 SPRG | n/a | A6349038 | WI | 8/31/1976 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | JERRYS SPORT MONTDALE PA | | Y | | | |

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 | | | | |
| | 30.40 | 12/6/2011 | | | | |

11/15/11 Emailing ARS, ltr, SR.cm 12/6/11 Per Ilion, trigger assm dirty, sticky and rusty. Set screws altered. Replace TPA, clean, test fire at BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------------|----------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/29/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4006 | Altered Adjustments or Components | IMPROPER MAINTENENCE |
| Barrel | Description | | 22" 3006 SPRG |
| | Date Code | | WI |
| | 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 | BINDS |
| 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 | |
| | 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 | |
| | | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | DIRTY,STICKY,RUSTY.TRIG BINDS WILL FOLLOW DOWN |
| | Pull | ---Select--- | 4# |
| | Altered | True | SET SCREWS ALTERED |

224
WI 8/7
4#
1010

6850

November 15, 2011

Dave Phillips
2903 Richard Buck North
Williamsburg, VA 23185

Subject: Case # 6850, Model 700 barrel, SR# 3858

Dear Mr. Phillips,

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 small ends of the box "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

Serial
Number:

A6349038

Model: 700



RE00247859

RECEIVED
DEC 02 2011

BY:

T.A. dirty, sticky & rusty. Set screws
altered. Replace TAA, clean & test
Run under BCP for \$20.00 + ship

Quote

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

PS 24447

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service # 6850

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

| | | |
|---|--|--|
| Service Request Number SR00003858 | Serial Number / Description A6349038 | Date of Request: 11/15/2011 Date Printed: 11/15/2011 |
| Customer: DAVE PHILLIPS 2903 RICHARD BUCK NORTH WILLIAMSBURG, VA 23185 US Email: dphillips@cwf.org | | 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
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Fired on safety release.cm

| 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# SR00003858
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service # 6850



ARS LABEL REQUEST FORM

| | | | |
|---------------|------------|---------------------|--------------------------------|
| DATE: | 11/15/2011 | Service Request # | SR00003858 |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 LBS |
| REQUESTED BY: | mitchelcs | email address: | Christy.Mitchell@remington.com |

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

DAVE PHILLIPS
2903 RICHARD BUCK NORTH
WILLIAMSBURG, VA 23185 US
SR00003858

Email: dphillips@cwf.org

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 15, 2011 ALL CURR USD 1 OF 1
SVC GND/COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065580406
REF 1:SR00003858
REF 2:

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 9.54 PUB+HANDLING 9.54

ATTN: Product Service # 6850







