

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6884

Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 249097 | 12/5/2011   | 11/22/2011      | 12/6/2011   |               |         |     |          |

Customer Information

| Type     | Business | First Name | Last Name | Street                    | City   | State | Zip   | Age | Contact                                  |
|----------|----------|------------|-----------|---------------------------|--------|-------|-------|-----|--|
| Incident |          | Kerry      | Rice      | 307 Neill St<br>PO Box 86 | Buxton | ND    | 58218 |     | C 218-779-6877<br>E kmrice1951@gmail.com |

Incident Information

| Claims | Codes        | Repair Est.                 | Medical Treatment | Medical Status |
|--------|--------------|-----------------------------|-------------------|----------------|
| PI     |              |                             |                   |                |
| PD     | Cause:4038   | Could Not Duplicate Concern |                   |                |
| S      | Concern:1008 | Fired on Bolt Closing       | Unknown           |                |
| C      | FBC 3 times  |                             |                   |                |

11/22/11: Customer called in. He stated he had a FBC 3 times during last deer season. He didn't have a date of incidents. No damage, No injury. df

Firearm Information

| Mfg.           | Type                       | Model/Ga.   | SKU            | Serial   | Bbl. | DOM       |
|----------------|----------------------------|-------------|----------------|----------|------|-----------|
| Remington      | CF/BA                      | 700/270 WIN | n/a            | B6414723 | XC   | 12/1/1982 |
| Date Purchased | Where Purchased            | Accessories | Original Owner |          |      |           |
|                | FARMERS UNION OIL ANETA ND |             | Y              |          |      |           |

CONCERN:FBC

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**

11/22/11: Mailing ARS & forms. Box order# 1274312. df 12/20/11: Per Ilion - Could not duplicate concern. TA 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                  |                             | 12/6/2011   |
|                        | Product Type               |                             | RF          |
|                        | Action Type                |                             | A           |
|                        | Assigned To                |                             | T.NAGLE     |
| Cause                  | 4038                       | Could Not Duplicate Concern |             |
| Barrel                 | Description                |                             | 22" 270 WIN |
|                        | Date Code                  |                             | XC          |
|                        | 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 |              |
|              | 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---               | .012         |
|              | Notch              | Slightly Worn; Functioning |              |
|              | Tests              | Test Fired                 | False        |
| Feeding Test |                    | False                      |              |
| Trigger      | Condition          | Slightly Worn; Functioning | DIRTY        |
|              | Pull               | ---Select---               | 4#           |
|              | Altered            | False                      |              |
|              | Sub-Assembly       | M/700 Non-Bolt Lock        |              |

22"  
XC128:  
4#  
.012

COPY

6884

November 22, 2011

Kerry Rice  
307 Neill St.  
PO Box 86  
Buxton, ND 58218  
Phone: 218-779-6877

Ref: #6884, Model 700

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

**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

B6414723  
Model: 700



RE00249097

could not duplicate concern.  
T.A. dirty, can often fix w/ a  
TPA, clean rest fire at 1/2  
normal cost

Quote

RECEIVED  
DEC 13 2011

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

|   |  |   |                   |
|---|--|---|-------------------|
| <b>Model Number:</b><br>700   |  | <b>Serial Number:</b><br>B 6414723      |                   |
| <b>Name:</b> KERRY M. RICE  |  | <b>Date of Purchase:</b> EARLY 1980's ? |                   |
| <b>Address (no PO Boxes):</b><br>307 NEILL STREET   |  |   |                   |
| <b>City:</b> BUXTON   |  | <b>State:</b> ND                        | <b>Zip:</b> 58218 |
| <b>Phone (Daytime):</b> 218-779-6877  |  | <b>Fax:</b> N/A                         |                   |
| <b>E-mail Address:</b> kmrice1951@gmail.com   |  |   |                   |
| <b>Please describe your problem:</b><br>While deer hunting, I jacked in a shell to the firing chamber and the rifle went off without touching the trigger. I ejected that shell and put in another 1 and it did it again, I ejected that shell and put in other and it did it again. I went on line and read about this problem so I cleaned everything put it back together but I haven't been brave enough to fire it. I have lost my trust in it. Please fix so I can use it again without               |  |   |                   |
| 500 characters left Working I'm going to  |  |   |                   |
| <b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.   |  |   |                   |
| <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>  |  |   |                   |
| :: 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, 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>:: 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. |  |   |                   |
| <input type="button" value="Print"/>  |  | <input type="button" value="Reset"/>    |                   |

I bought it new

Don't someone



## ARS LABEL REQUEST FORM

|                         |                                  |
|-------------------------|----------------------------------|
| DATE: 11/22/2011        | Service Request # SR00004486     |
| QUANTITY: 1             | WEIGHT PER PACKAGE: 10 LBS       |
| REQUESTED BY: fulcherdm | email address: I WILL MAIL LABEL |

|                  |   |
|------------------|---|
| <b>Business:</b> | Remington Service<br>PO Box 700<br>Madison, NC 27025-0700<br><a href="http://www.Remington.com">www.Remington.com</a> |
|------------------|---|

### LABEL INFORMATION

|                        |  |
|------------------------|--|
| <b>MAIL LABEL TO:</b>  | KERRY RICE<br>307 NEILL ST<br>PO BOX 86<br>SR00004486<br>BUXTON, ND 58218 US<br>Email: |
| <b>RETURN ITEM TO:</b> | <b>ILN</b><br>Arms Services  |



4XX596      NOV 22, 2011      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969065280561  
 REF 1:SR00004486  
 REF 2:

|                             |              |             |
|-----------------------------|--------------|-------------|
| HANDLING CHARGE 0.00        |              | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: |              |             |
| 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 10.27           | PUB+HANDLING | 10.27       |

|                              |  |
|------------------------------|--|
| <b>ATTN: Product Service</b> |  |
|------------------------------|--|







