

Remington Arms Co., Inc.
Product Service
Legal Case #:6548

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 241173 | 9/20/2011 | 9/8/2011 | 9/21/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------------|---------------|-------|-------|-----|----------------------------------|
| Incident | | Russell | Shopland | 502 Mountain View Rd | East Hardwick | VT | 05836 | | H 802-535-5124 C 802-279-1754 |

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 | | | | |

9/8/11: Customer called in. He stated that he had FSR last year. He was told by a friend that we had a recall on the rifle. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|------------------------------|----------------|----------|------|----------|
| Remington | CF/BA | 700/22-250 REM | 25763 | B6770695 | LH | 2/6/1987 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | CAMFOUR INC | SCOPE BASE,BOTTOM HALF RINGS | N | | | |

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

9/8/11: Mailing ARS, letter, form. df 9/27/11: Per Ilion - TA dirty. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. I called cust. & left VM to call me. df 9/29/11 Spoke with Shopland. He felt it was a factory defect, I explained that it could not be duplicated, it was 23 years old and we had to reassemble it when it came to the factory. I agreed to reduce the cost of the trigger and the shipping but would not cover all at no charge.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|----------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 9/21/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | REC'D UNASSM |
| Barrel | Description | | 24" 22-250 REM |
| | Date Code | | LH |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |

9/29 Spoke with Shopland. Reduced est. & sent by email. He should send approval soon.

| | | | |
|--------------------------|------------------------|----------------------------|--|
| | 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 | REC'D WITH TPA UNASSM FROM RIFLE |
| | 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--- | N/A |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY, APPEARS A TRIG SHOE IS BEING USED |
| | Pull | ---Select--- | N/A |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | SCOPE BASE,BOTTOM HALF RINGS |

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

| | | |
|--|--|---|
| Repair Number RE00241173 | Serial Number / Description B6770695 Model 700 Center Fire Caliber: 22 -250 REM | Date Received: 09/20/2011 Estimate Date: 09/29/2011 Date Printed: 09/29/2011 |
| Customer: RUSSELL SHOPLAND 502 MOUNTAIN VIEW RD EAST HARDWICK, VT 05836 US | | Return To: RUSSELL SHOPLAND 502 MOUNTAIN VIEW RD EAST HARDWICK, VT 05836 US |

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp.Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

| Reported | Problems Found |
|--|--|
| M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION | M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION |

Technician Comments
 trigger assm dirty.can offer to replace trigger plate assm.clean and test fire at 1/2 normal cost.

| ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) | | | | | | | | |
|---|---------|--|------------|----------|--------------|-------|------|--------|
| Material | Type | Description | Qty Needed | Warranty | Qty From Inv | Price | Disc | Amount |
| F305570B | Part | X-MARK PRO 700 TRIG ASSB RH BLACK (OS) | 1 | Billable | 1 | 94.00 | 75 | 23.50 |
| 4000114 | Service | GR-SHIPPING & HANDLING (GUN REPAIR) | 1 | Billable | 1 | 17.00 | 50 | 8.50 |
| 4000119 | Service | GR-TEST | 1 | Billable | 1 | 23.00 | 50 | 11.50 |

Sub Total: 43.50
 Est Sales Tax: 1.18

Total 44.68

24"
LHZ/87

COPY

6548

September 8, 2011

Russell Shopland
502 Mountain View Rd
East Hardwick, VT 05836
Phone: 802-279-1754

Ref: # 6548, Model 700, Serial # B6770695

Dear Mr. Shopland,

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

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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

RECEIVED
SEP 23 2011

enclosure

BY:

B6770695

Model: 700



RE00241173

T.A. dirty -
CAN: then to replace TPA, c VAN
+ TEST FIRE AT 1/2 NORMAL cost

Quote

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

PS 24824

Print

Reset

| | | | |
|---|-----------|----------------------------|--|
| Model Number: 700 | | Serial Number: B6770695 | |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: Russell SHOLIAN | | Date of Purchase: GIFT | |
| Address (no PO Boxes): 502 Mountainview RD | | | |
| City: EAST HADWICK | State: VT | Zip: 05836 | |
| Phone (Daytime): 802 535 5124 | | Fax: | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) rsholian@dlc.state.vt.us | | | |
| 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: Rifle fires when safety is moved | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: FEDSAI | | 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) <u>EVERY USE</u> |
| How often do you clean the action? (Months or Number of rounds) <u>50 ROUNDS</u> |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>YEARLY</u> |
| Brand of lubricant used: <u>Hoppes</u> |
| How often do you lubricate the bore? (Months or Number of rounds) <u>EVERY USE</u> |
| How often do you lubricate the action? (Months or Number of rounds) <u>EVERY USE</u> |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>YEARLY</u> |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <u>Never</u> |
| 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>:: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---------------------------------|----------|-----------------------|--------|
| DATE: | 9/8/2011 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PKG: | 10 lbs |
| PLEASE CHECK ONE | | | |
| MEDIA COORDINATOR TO MAIL | | I WILL MAIL XXXXXX | |
| DESCRIPTION: Ref# 6548 rifle | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: Russell Shopland 502 Mountain View Rd East Hardwick, VT 05836 Phone: 802-279-1754 |
| RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 SEP 8, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067437095
REF 1: RUSSELL SHOPLAND/SWP/DELL
REF 2: REF# 6548 RIFLE

| | | | |
|-----------------------------|----------|-------------------|------|
| 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 7.98 | |
| TOT PUB CHG 7.98 | | | |





