

Remington Arms Co., Inc.
Product Service
Legal Case #:8040

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 286498 | 10/22/2012 | 10/15/2012 | 10/23/2012 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|-------------|---------------|-------------|------------------|--------|-------|-------|-----|--|
| Reporter | Ellett Bros | Michael Davis | Ellett Bros | 267 Columbia Ave | Chapin | SC | 29036 | | W 803-345-3751 x 2391 E michaeldavis@ellett.com |

Incident Information

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

10/15/12 Per call from J. Trull, Matt Breeding, Rem Rep, received information from Davis at Ellett Bros that a 700 had fired on safety release. I called Davis and it was his cousin, an 8 yr old, that was shooting the 700 when it fired on safety release. No injury.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|----------------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/270 WIN | 27476 | E6352941 | AR | 3/18/1997 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | FABER BROS INC | TWO PIECE BASE,RINGS | N | | | |

Inherited from grandfather CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash | Reim. Date | Cash Date |
|--|-------------------------|--------------|---------------|------------|------------|-----------|
| | | | | Settlement | APV | APV |
| Per Ilion, replace TPA, clean, test at 1/2 normal cost | | | | | | |
| Repair/Replacement Cost | Repair/Replacement Date | | | | | |

10/15/12 Emailing ARS to Davis.cm 10/26/12 Per Ilion, could not duplicate concern. Trigger asm dirty and some rusting. Can offer to replace TPA, clean, test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------------------------|------------------------|-----------------------------|-------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 10/23/2012 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 270 WIN |
| | Date Code | | AR |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| Muzzle/Crown Condition | ---Select--- | | |

| | | | |
|--------------------------|--------------------|--------------------------------|-----------------------|
| Bolt | Firing Pin | Slightly Worn; Functioning | |
| | Shroud | Slightly Worn; Functioning | |
| | Face | Slightly Worn; Functioning | |
| | Handle | Slightly Worn; Functioning | |
| | Stop | Slightly Worn; Not 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; Functioning | SOME RUSTING ON METAL |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .014 |
| | Notch | Slightly Worn; Functioning | |
| Feeding Test | Tests | Test Fired | False |
| | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 4.5# |
| | Altered | False | |
| | Sub-Assembly | M700 Non-Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE BASE,RINGS |

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8040

2211
AR3/9'
45#
014

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

www.Remington.com

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 SR00031871 | Serial Number / Description E6352941 | <u>8040</u> | Date of Request: 10/15/2012 Date Printed: 10/15/2012 |
| Customer: ELLETT BROS MICHAEL DAVIS 267 COLUMBLA AVE CHAPIN, SC 29036 US Email: michael.davis@ellett.com | | 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
Prod Serv #8040

Serial Number:

E6352941

Model: 700



RE00286498

| Qty Needed | Warranty | Price | Disc | Amount |
|------------|----------|-------|------|--------|
|------------|----------|-------|------|--------|

RECEIVED
OCT 25 2012

BY:

could not duplicate concern
T.A. dirty & some rusting. can
offer to replace TPA, c bar + rest
at 1/2 normal cost.
Q

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 |
| Grand Total: | \$.00 |

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv #8040

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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.

| | | |
|---|--|--|
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| Customer: ELLETT BROS MICHAEL DAVIS 267 COLUMBIA AVE CHAPIN, SC 29036 US Email: michaeldavis@ellett.com | 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 Prod Serv #8040 | | |
| 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 Grand Total: \$.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# SR00031871
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #8040



ARS LABEL REQUEST FORM

| | | | |
|---------------|--------------------------|---------------------|------------|
| DATE: | 10/15/2012 | Service Request # | SR00031871 |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 LBS |
| REQUESTED BY: | mitchelcs email address: | | |

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

ELLETT BROS
 MICHAEL DAVIS
 267 COLUMBIA AVE
 SR00031871
 CHAPIN, SC 29036 US
 Email: michael.davis@ellett.com

RETURN ITEM TO:

ILN
 Arms Services



4XX596 OCT 15, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067761298
 REF 1: SR00031871
 REF 2:

| | | |
|-----------------------------|----------|--------------------|
| HANDLING CHARGE 0.00 | | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: | | |
| DV 0.00 | COD 0.00 | RS 1.00 |
| DC 0.00 | DGD 0.00 | SD 0.00 |
| AH 0.00 | PR 0.00 | SP 0.00 |
| TOT PUB CHG 10.72 | | PUB+HANDLING 10.72 |

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