

Remington Arms Co., Inc.
Product Service
Legal Case #:8261

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 296677 | 1/15/2013 | 12/3/2012 | 1/21/2013 | 11/24/2012 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------|----------|-------|-------|-----|----------------|
| Incident | | Joe | Caron | 4340 18th Rd. | Escanaba | MI | 49829 | | H 906-399-4022 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|------------------------------------|--------------|-----------------------------|-------------------|----------------|
| PI | | | | |
| PD Shot hole in cement wall @ camp | Cause:4038 | Could Not Duplicate Concern | Unknown | |
| S FSR | Concern:1007 | Fired on Safe Release | | |
| C | | | | |

12/3/12: Customer called in. He stated he had a FSR while unloading rifle on 11/25/12 & shot a hole in cement wall at his camp. He said it scared him badly & he wants to know how we are going to compensate him for the hole in the wall. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|---------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/3006 SPRG | n/a | A6778168 | KV | 5/25/1979 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | OSCAR ROBBINS PITTSBURGH PA | | N | | | |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|--|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| | | | | | | |
| Bolt Lock Modification at n/c - goodwill gesture | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$50 | | | | | |

12/3/12: Mailing ARS & forms. Box order# 1412567. df 1/21/13: I spoke w/customer, went over exam findings and offered to do the BLM at no charge - goodwill gesture. Customer stated he would like to have the BLM done. Customer did not ask for wall repair compensation during our conversation on the phone. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|-----------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/16/2013 |
| | Product Type | | RF |

| | | | |
|--------------|------------------------|-----------------------------|--|
| | Action Type | | A |
| | Assigned To | | J.BALIO |
| Cause | 4038 | Could Not Duplicate Concern | Trigger has to be pulled with safety off to fire |
| Barrel | Description | | 22" 3006 SPRG |
| | Date Code | | KV |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| Bolt | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| | Firing Pin | Slightly Worn; Functioning | |
| | Shroud | Slightly Worn; Functioning | |
| | Face | Slightly Worn; Functioning | |
| | Handle | Slightly Worn; Functioning | |
| Extractor | Stop | Slightly Worn; Functioning | |
| | Condition | Slightly Worn; Functioning | |
| | Cut Condition | Slightly Worn; Functioning | |
| Locking | Ext/Eject Test | False | |
| | Block Condition | ---Select--- | |
| | Lug Condition | Slightly Worn; Functioning | |
| Overall | Notch Condition | ---Select--- | |
| | Exterior Condition | Slightly Worn; Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| Receiver | Fore End Condition | ---Select--- | |
| | Condition | Slightly Worn; Functioning | |
| Safety | Bulged | False | |
| | Description | | BOLT LOCK SAFETY |
| Sear | Function | Like new; Functioning | |
| | Lift | ---Select--- | .012 |
| | Notch | Slightly Worn; Functioning | |
| Feeding Test | Tests | Test Fired | False |
| | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 5# |
| | Altered | False | SEALANT PRESENT, CLEAN, NO RUST |
| | Sub-Assembly | M/700 Bolt Lock | |

Remington®

22"
KVS/79
S#
10/12

8261

December 3, 2012

Joe Caron
4340 18th Rd.
Escanaba, MI 49829
Phone: 906-399-4022

} Return Address

Ref: # 8261, Model 700, Serial # A6778168

Dear Mr. Caron,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. 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 hope that this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7883

Serial Number:

A6778168

Model: 700



RE00296677

RECEIVED
JAN 17 2013

BY:.....

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service

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 | Serial Number / Description | Date of Request: 12/03/2012 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|------------------------------------|--|------------|---------------------------|-------|---|--------|--|--|--|--|--|----------|------|-------------|------------|----------|-------|------|--------|--|--|--|--|--|--|--|--|--|--|
| SR00037175 | A6778168 Model 700 RIFLE | Date Printed: 12/03/2012 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Customer: JOE CARON 4340 18TH RD ESCANADA, MI 49829 US | | Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Email: | | Email: | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>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.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Service Request Section Product Service # 8261. dmf THE CONSUMER STATES THAT THE GUN HAD A FSR</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">Parts And Service Details</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> </tr> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> <th></th> </tr> </thead> <tbody> <tr> <td colspan="9" style="height: 100px;"> </td> </tr> </tbody> </table> | | | | Parts And Service Details | | | | | | | | | Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount | | | | | | | | | | |
| Parts And Service Details | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>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.</p> | | | | | | <p>Sub Total: .00 Est Sales Tax: .00 Grand Total: \$.00</p> | | | | | | | | | | | | | | | | | | | | | | | | |

Print

Reset

| | | | |
|--|--|--|-------------------|
| Model Number: <u>50-06</u> | | Serial Number: <u>A6778168</u> | |
| Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: <u>Joe Caron</u> | | Date of Purchase: <u>?</u> | |
| Address (no PO Boxes): <u>4340 18th Rd</u> | | | |
| City: <u>Escanaba</u> | | State: <u>MI</u> | Zip: <u>49829</u> |
| Phone (Daytime): <u>906-399-4622</u> | | Fax: <u>—</u> | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>caronj@ferris.edu</u> | | | |
| 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: Date: <u>Nov. 24, 2012</u> Before unloading 50-06, safety was positioned to fire due to safety bolt lock. While positioning to fire the gun discharged the ammunition in the chamber, shooting hole into camp block wall. | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: <u>Remington</u> | | Type: <u>50-06 SPRG R-P</u> | |
| 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>3 rounds</u> |
| How often do you clean the action? (Months or Number of rounds) <u>3 rounds</u> |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>6 rounds</u> |
| Brand of lubricant used: |
| How often do you lubricate the bore? (Months or Number of rounds) <u>3 rounds</u> |
| How often do you lubricate the action? (Months or Number of rounds) <u>3 rounds</u> |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>3 rounds</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?) <u>—</u> |
| Ship your INSURED firearm by either UPS or Parcel Post to: |
| <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.

REYNOLDS AND SON CONSTRUCTION LLC.
4872 GREENWOOD 18.12 DR.
ESCANABA MI. 49829
(906)789-6152

01-06-2013

To: Remington Arms Company, LLC.

To remove (1) Rock Faced Block 2 rows down and replace on side wall.

Material and Labor \$380.00



Bullet Hole

ARS LABEL REQUEST FORM

| | | | |
|---------------|------------|---------------------|-------------------|
| DATE: | 12/03/2012 | Service Request # | SR00037175 |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 LBS |
| REQUESTED BY: | fulcherdm | email address: | I WILL MAIL LABEL |

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

LABEL INFORMATION

| | |
|------------------------|--|
| MAIL LABEL TO: | JOE CARON 4340 18TH RD ESCANADA, MI 49829 US SR00037175 Email: |
| RETURN ITEM TO: | ILN Arms Services |



4XX596 DEC 3, 2012 ALL CURR USD 1 OF 1
 SVC GNDCCM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067051064
 REF 1:SR00037175
 REF 2:

| | | |
|-----------------------------|----------|--------------------|
| HANDLING CHARGE 0.00 | | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: | | |
| EV 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 10.31 | | PUB+HANDLING 10.31 |

| |
|------------------------------|
| ATTN: Product Service |
|------------------------------|







