

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9757

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 336874 | 2/6/2014 | 12/31/2013 | 2/7/2014 | 12/30/2013 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|--------------------|---------|-------|-------|-----|--------------------------------------|
| Incident | | David | Ketter | 1618 N. Stoney Pt. | Wichita | KS | 67212 | | H 316-209-7077 E dlketter@att.net |

Incident Information

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

12/31/13: Customer called in. He stated he bought gun about 5 yrs. ago. He stated he used it for the 1st time on 12/30/13 & it fired on safe release - no injury, no damage. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------|---------------|----------------|----------|------|---------------------|
| Remington | CF/BA | 700/3006 SPRG | 27478 | G6214061 | BW | 1/4/2002 8:48:32 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | SPORTS SOUTH INC | | 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 -
 Quote to repair

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| | |

1/2/13: Emailed ARS, letter, SR paperwork. Box order# 1582243. df 2/7/14: Per Ilion - to restore confidence in rifle can offer to replace trigger assembly, check over and test fire at 1/2 cost - quote. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|----------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 2/7/2014 |
| | Product Type | | RF |

| | | | |
|--------------|------------------------|-----------------------------|-----------------|
| | Action Type | | A |
| | Assigned To | | S.NICHOLS |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 3006 SPRG |
| | Date Code | | BW |
| | 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 | | STANDARD SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | ISS | |
| Sear | Lift | ---Select--- | .013 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 5.5# |
| | Altered | False | SEALANT PRESANT |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

Quotation

Remington Service

PO Box 700
Madison, NC 27025-0700

Estimating Report

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

www.remington.com

Page: 1

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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

DAVID KETTER
1618 N STONEY PT
WICHITA, KS 67212 US

Item Return To:

DAVID KETTER
1618 N STONEY PT
WICHITA, KS 67212 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.

| | | | |
|----------------------|---|-----------------------|------------|
| Repair Number | Serial Number / Description | Date Received: | 02/06/2014 |
| RE00336874 | G6214061 | Estimate Date: | 02/10/2014 |
| | Model: 700 30-06 SPRG Caliber BOLT Action RIFLE | Date Printed: | 2/10/2014 |
| | MfgBy: Remington-USA | | |

Problems

| | |
|------------------------|--|
| Reported | Found |
| R014 - Service Request | X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN |

Technician Comments

to restore confidence in rifle can offer to replace trigger assembly,check over and test fire at 1/2 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 | 99.91 | 50 | 49.96 |
| 4000114 | Service | GR-SHIPING & HANDLING (GUN REPAIR) | 1 | Billable | 1 | 17.00 | 0 | 17.00 |
| 4000119 | Service | GR-TEST | 1 | Billable | 1 | 23.00 | 50 | 11.50 |

Sub Total: 78.46

Est Sales Tax: 3.84

Grand Total: \$82.30

Remington®

December 31, 2013

David Ketter
1618 N. Stoney Pt.
Wichita, KS 67212
Phone: 316-209-7077
Email: dlketter@att.net

Ref # 9757, Model 700, Serial# G6214061

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and repair will arrive in a separate email on Jan. 2nd. The shipping label is for a UPS Hub or UPS Terminal. A shipping 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.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686
Fax: 336-548-7872 or 7883

enclosure

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

Remington®

COPY

December 31, 2013

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enclosure

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

PS 32726

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

| | | |
|---|---|--|
| Service Request Number SR00072744 | Serial Number / Description G6214061 Model 700 Center Fire Caliber: 3006 | Date of Request: 12/31/2013 Date Printed: 12/31/2013 |
| Customer: DAVID KETTER 1618 N. STONEY PT. WICHITA, KS 67212 US Email: dlketter@att.net | | 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

Product Service # 9757. dmf

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

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



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

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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
Product Service # 9757. dmf

| 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> | | | | | | | | |
| | | | | | | 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# SR00072744
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: dlketter@att.net
Sent: Tuesday, December 31, 2013 4:03 PM
Subject: Relayed: Message relayed (dlketter@att.net)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

dlketter@att.net

Subject:

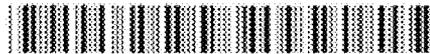
ARS LABEL REQUEST FORM

| | | | |
|---------------|------------|---------------------|------------|
| DATE: | 12/31/2013 | Service Request # | SR00072744 |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 LBS |
| REQUESTED BY: | richardm | email address: | |

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

LABEL INFORMATION

| | |
|------------------------|---|
| MAIL LABEL TO: | DAVID KEETER 1618 N. STONEY PT. WICHITA, KS 67213 US SR00072744 Email: dkeeter2@att.net ✓ <i>mailed - PSC</i> |
| RETURN ITEM TO: | ILN Arms Services |



4X588 JAN 2, 2014 ALL CHRG USD 1 OF 1
 SVS GNOCDM ACT WT 10.0 LBS
 TRACKING# 124X686000710167
 REF 1:SR00072744
 REF 2:

| | | |
|-----------------------------|----------|----------------------|
| HANDLING CHARGE 0.00 | | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: | | RS 1.00 |
| DV 0.00 | GDD 0.00 | SD 0.00 |
| DD 0.00 | DDO 0.00 | SP 0.00 |
| AH 0.00 | PR 0.00 | |
| TOT PUB CHG 12.10 | | PUB + HANDLING 12.10 |

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



