

Remington Arms Co., Inc.
Product Service
Legal Case #:9508

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 328072 | 11/19/2013 | 11/20/2013 | 11/20/2013 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------------|------|-------|-------|-----|----------------------------------|
| Incident | | James | Porter | 1808 Springfield Rd. | Clyo | GA | 30303 | | H 912-754-3761 C 912-856-9060 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|-------------|--------------|-----------------------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 | Could Not Duplicate Concern | | Unknown |
| S Hang Fire | Concern:1023 | Delayed Firing - Firearms | | |
| C | | | | |

Service Request # 66889 - "Hang fires. Bolt binds while chambering". df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|-----------|-------|----------------|-------|----------|------|--------------------------|
| Remington | CF/BA | 700/270 WIN | 25771 | E6583837 | ET | 10/22/1999 9:20:51 AM |

| Date Purchased | Where Purchased | Accessories | Original Owner |
|----------------|---------------------------|-------------|----------------|
| 9/14/2000 | WAL-MART WAREHOUSE #3R | | U |

CONCERN: HANG FIRES

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 @ a
discount

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

11/22/13: Per Ilion - Could not duplicate concern. Bolt stop works sluggish. To restore confidence in rifle, can offer to replace TA at 1/2 cost - quote. df 11/26/13: Customer spoke w/CSR, apprvd & pd quote. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|---------|
| | | | |

| | | | |
|--------------|------------------------|-----------------------------|-----------------|
| Examination | Examiner | B. TRAVIS | |
| | Exam Date | 11/20/2013 | |
| | Product Type | RF | |
| | Action Type | A | |
| | Assigned To | S. NICHOLS | |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | 22" 270 WIN | |
| | Date Code | ET | |
| | 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 | SLUGGISH |
| 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 | |
| Sear | Lift | ---Select--- | .010 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 4.5# |
| | Altered | False | SEALANT PRESANT |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

Estimating Report

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

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 | Serial Number / Description | Date Received: |
| RE00328072 | E6583837 | 11/19/2013 |
| | Model 700 Center Fire Caliber: 270 WIN | Estimate Date: 11/21/2013 |
| | | Date Printed: 12/04/2013 |

Customer:

JAMES PORTER
1808 SPRINGFIELD RD
CLYO, GA 30303 US

Return To:

JAMES PORTER
1808 SPRINGFIELD RD
CLYO, GA 30303 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.

Problems

Reported

M110 - FAILS TO FIRE
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M305 - BOLT BINDS/WORKS HARD/CATCHES OPENING

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern.bolt stop works sluggish.to restore confidence in rifle can offer to replace trigger assembly,check over 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 | 97.00 | 50 | 48.50 |
| 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 |

11/26/13

Paid

Sub Total: 77.00

Est Sales Tax: 2.91

Grand Total: \$79.91

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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 SR00066889 | Serial Number / Description E6583837 Model 700 RIFLE Caliber: 270 | Date of Request: 11/07/2013 Date Printed: 11/07/2013 |
| Customer: JAMES PORTER 1808 SPRINGFIELD RD CLYO, GA 30303 US | Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US | |
| Email: Phone - 912-754-3761 / 912-856-9060 | | 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
M110 - FAILS TO FIRE
M305 - BOLT BINDS/WORKS HARD/CATCHES OPENING

Service Request Section
Hang fires. Bolt binds while chambering

| Parts And Service Details | Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount |
|---------------------------|----------|------|-------------|------------|----------|-------|------|--------|
|---------------------------|----------|------|-------------|------------|----------|-------|------|--------|

Serial Number: E6583837

Model: 700



RE00328072

RECEIVED
NOV 22 2013

BY:

could not sup. concern
BOLT STOP WORK SLUGGISH
To restore confidence in
Rifle CAN offer to sup T.A.
at 1/2 cost

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 |

REDACTED

645

MAJOR GUN SALE

| | |
|------------|--------|
| CHECK TEND | 125.00 |
| CHANGE DUE | 0.00 |

09/04/00

YOU MAY AT ANY TIME PRIOR TO 09/04/00
PAY THE UNPAID BALANCE AND PICKUP THE
ITEM PLACED ON LAYAWAY. YOU ARE
ENTITLED TO CANCEL THE LAYAWAY
AGREEMENT AT ANY TIME BEFORE 09/04/00

YOU MAY RECEIVE A FULL REFUND
OF ALL PAYMENTS MADE ON AN
UNCOMPLETED LEASE.
UP TO AND UNTIL 11/03/00
IF YOU DO NOT RETURN TO PICK UP YOUR
REFUND PRIOR TO 11/03/00
A FEE OF THE LESSER OF 10% OF THE
TOTAL PURCHASE PRICE OR \$10 WILL BE
CHARGED.

IF THE ITEM IS LOST OR IS NOT IN THE SAME CONDITION AS IT WAS AT THE TIME OF THE SALE YOU WILL BE ENTITLED TO A FULL REFUND.

YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT AT THE TIME IT IS SIGNED. YOU ARE ALSO ENTITLED TO RECEIVE A WRITTEN STATEMENT OF PAYMENTS UPON REQUEST AND TO OBTAIN A RECEIPT FOR ANY AND ALL PAYMENTS.

FOR YOUR CONVENIENCE, LAYAWAY PAYMENTS
CAN NOW BE MADE AT OUR FRONT REGISTERS

ITEMS SOLD 1

| | |
|----------------------|---------|
| TRANSACTION TOTAL | 125.00 |
| LAYAWAY PAYMENTS | 125.00- |
| RECEIPT REFUND VALUE | 0.00 |

IC# 8157 5416 9136 5545 2550



THANKS FOR HELPING RAISE \$14.5 MILLION
FOR THE VET MEMORIAL!
07/06/00 20:59:48

CUSTOMER COPY

WAL-MART

ALWAYS LOW PRICES. ALWAYS WAL-MART.

Always

WE SELL FOR LESS
MANAGER KENNETH SHANNON
(912) 489 - 1910
ST# 0754 DP# 00003118 TE# 96 TR# 04523
LAYAWAY PAYMENT
JAMES PORTER
LWY ACCT
CUSTOMER ID # (REDACTED)

NORMAL GUN SALE

| | |
|-------------|--------|
| PREV BAL | 162.39 |
| PAYMENT | 162.39 |
| NEW BALANCE | 0.00 |

| | |
|------------|--------|
| CHECK TEND | 162.39 |
| CHANGE DUE | 0.00 |

ACCOUNT CLOSED ITEMS PURCHASED
ACCOUNT TOTAL 432.39

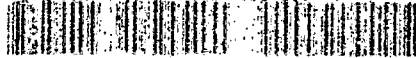
BOLT RIFLE 004770075771 412.63 E

BIN LOCATIONS
4444

SIGNATURE *James B Porter*
DATE 09/06/00

TRANSACTION TOTAL 162.39
LAYAWAY PAYMENTS 162.39
ACC# 96078482 TOTAL 432.39
RECEIPT REFUND VALUE 432.39

FC# 4698 5282 2845 4952 6091 1



ROLLBACK
*We're Rolling Back Prices
All Over The Place!*

JOIN US IN HONORING GRANDPARENTS
ON SEPT. 10 GRANDPARENT'S DAY
09/06/00 20:57:40

CUSTOMER COPY



