

Remington Arms Co., Inc.
 Product Service
 Legal Case #:1962

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
140628	1/24/2008	1/7/2008	1/25/2008	12/30/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jim	Keal	3206 Park Vista	Deer Park	TX	77536		H 832-256-1505

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	fired when opening bolt	Concern:1020 Fired on Bolt Opening		
C				

1/7/08-cust rifle fired when bolt moved to open. No injuries or damages.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	20000	A6671658	EQ	10/11/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPT CTR MONTDALE PA	TWO PIECE SCOPE BASE,HARD CASE	U			

CONCERN:FBO

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
Replace TA under SMP			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				

1/8/08-seinding ars & ltr.lw 1/25/08-quote sent to replace Tpa under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/25/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

BARBER - Kinzer PPS GAL RE0008842

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		EQ
	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	WORKS 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 M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,HARD CASE



January 7, 2008

Jim Keal
3206 Park Vista
Deer Park, TX 77536

Subject: Model 700 Serial #A6671658
RE: Case #1962

Dear Mr. Keal,

We were sorry to learn about your Model 700 firing when opening the bolt assembly. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. **We will also replace the trigger assembly with a new one under our Safety Modification Program at a cost of \$20.** I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in black ink that reads "Laura Watson". The signature is written in a cursive, flowing style.

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

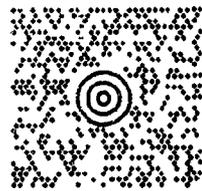
Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

JIM KEAL
3206 PARK VISTA
DEEP PARK TX 77536

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

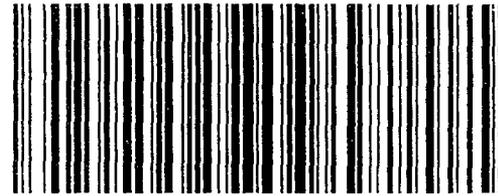


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6527 0849



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: JIM KEAL/LW
REF 2: REF# A6671658

WS 9.0.49

LP2844 72.0A 10/2007



International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These provisions, including conditions, may be incorporated into the U.S. transportation with the Local Administrative Regulations. Carriers comply to U.S. by participating. For shipping prices, call 1-800-762-7582.

Oakley, Anita B.

From: Watson, Laura M.
 Sent: Monday, January 07, 2008 4:15 PM
 To: Media Coordinator Schedule
 Subject: ARS requests



www.remington.com

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

ARS LABEL REQUEST

DATE:	1/7/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	I WILL MAIL XXXX		
DESCRIPTION:	REF: A6671658		

LABEL INFORMATION

MAIL LABEL TO:	Jim Keal 3206 Park Vista Deer Park, TX 77536	4XX596 SERVICE GNDCOM TRACKING# 124XX5969065270849 REF 1: JIM KEAL/LW REF 2: REF# A6671658	JAN 8, 2008 ACT WT 10.0 LBS ALL CURR USD	1 OF 1
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGs: DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 9.04	COD 0.00 DG 0.00 PR 0.00 PUB+HANDLING	SVC T/P RS 0.50 SD 0.00 SP 0.00 9.04

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

1/7/2008

Arms Services Repair Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00140628** Serial: A6671658 Model: 700 Center Fire Caliber 30.06 SPRG Produced: 10/11/1978 Repairman: Status: Closed 1/24/2008 8:53:38 AM

Address Information

Customer: Received From Return To: Received From

Name: **JIM KEAL** **JIM KEAL**

Address 1: **3206 PARK VISTA** **3206 PARK VISTA**

Address 2: PO Box: PO Box:

City: **DEER PARK** **DEER PARK**

State: **TX** Zip Code: **77536** Country: **US** State: **TX** Zip Code: **77536** Country: **US**

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	User ID	Desc1	Desc2
1/24/2008 8:50:1	sanguinegf	Repair Added	
1/24/2008 8:53:3	sanguinegf	Closed at Expedite	
1/24/2008 12:05	ArmEmail	Repair Received	JKEAL@COMCAST.NET
1/24/2008 12:05	ArmEmail	Receipt	JKEAL@COMCAST.NET
1/25/2008 8:21:0	supryfl	Returned to AS for repair	Bolt lock modification program

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status

Closed

1/24/2008 8:53:38 AM

sanguinegf

Product Services

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search Refresh Close

Remington®

011
22"
EQ 10/78
4#

1962

January 7, 2008

Jim Keal
3206 Park Vista
Deer Park, TX 77536

Serial Number: **A6671658**

Model: **700**



RE00140628

Subject: Model 700 Serial #A6671658
RE: Case #1962

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Sincerely,

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

could not duplicate concern
replace TPA, check over, clean
under BOLT LOCK PROGRAM
ROR \$ 20.00 + S&H

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Quote

How often do you lubricate the bore? (Months or Number of rounds)	After shooting
How often do you lubricate the action? (Months or Number of rounds)	11
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? Has not needed service until now	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
Ⓢ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.	
:: 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 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.	