

BARBER - Kinzer PPS GAL RE 0009657

Remington Arms Co., Inc.
Product Service
Legal Case #:5293

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 215479 | 12/19/2010 | 12/3/2010 | 1/12/2011 | 11/25/2010 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|--------------|-----------|----------------|--------|-------|-------|-----|----------------|
| Incident | | Joshua Kevin | Allen | 1832 Kemp Cir. | Shelby | NC | 28152 | | C 704-284-3903 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------------|----------------------------------------|-------------|-------------------|----------------|
| PI hurt hand | | | | |
| PD | Cause:4038 Could Not Duplicate Concern | | N | No treatment |
| S | Concern:1007 Fired on Safe Release | | | |
| C FSR | | | | |

12/3/10: Customer called in. He stated that he had a FSR about a week ago. It hurt his hand, but he did not get any medical treatment. He's not sure if he wants rifle repaired or not. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------------|----------------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/3006 SPRG | 27478 | E6819146 | KP | 5/24/1995 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| 10/31/1995 | WAL-MART WAREHOUSE #3R | TWO PIECE SCOPE BASE | Y | | | |

CONCERN:FSR

Ammunition Information

| Mfg. | Type | Cal./Ga. | SKU | UPC | DOM | Mfg. Code |
|------------|----------------------|-----------|--------|-----|-----|-----------|
| Winchester | Ballistic Tip/150 gr | 3006 SPRG | | | | |
| Concern | Other | Factory | Reload | | | |
| 0: | | Y | N | | | |

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 |
|------------------------------------------------|--------------------------------|--------------------------------|---------------|-----------------|----------------|---------------|
| Replace w/27363 in exchange - goodwill gesture | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$194.93 | 1/12/2011 | | | | |

12/3/10: Sending ARS, ltr, form, box. Box order# 1165229. df 1/12/11: Per Ilion - Could not duplicate concern. Customer is requesting a refund & sent copy of receipt. He bought the gun in 1995. I will offer to replace with M/700 SPS in 30-06 in exchange. I spoke w/customer & he agreed to exchange rifle for ramac 27363. I'll see if Ilion can return his scope base. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|----------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/3/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5293&Type=Case>

1/12/2011

BARBER - Kinzer PPS GAL RE 0009658

| | | | |
|--------------------------|------------------------|----------------------------|----------------------|
| Barrel | Description | | 22" 3006 SPR |
| | Date Code | | KP |
| | 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 | |
| | 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 | | M/700 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .015 |
| | Notch | Like new; Functioning | |
| Feeding Test | Tests | Test Fired | False |
| | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 6# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE SCOPE BASE |

5293

X

COPY

22"
KPS/95
6#
1015

December 3, 2010

Joshua K. Allen
1832 Kemp Cir.
Shelby, NC 28152
Ph: 704-284-3903

Ref: # 5293

Dear Mr. Allen,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. 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,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
JAN 05 2011

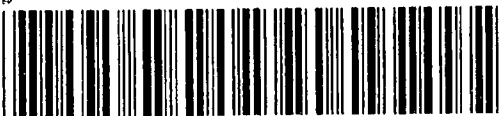
BY:

enclosure

Serial Number:

E6819146

Model: 700



RE00215479

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

3006

Print

Reset

| | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------|--|
| BOLT 3006 Model <i>synthetic</i> Number: <i>Remington 700 ADL</i> | | Serial Number: <i>E6819146</i> | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: <i>Joshua Kevin Allen</i> | | Date of Purchase: <i>10/31/1995</i> | |
| Address (no PO Boxes): <i>1832 Kemp Circle</i> | | | |
| City: <i>Shelby</i> | State: <i>NC</i> | Zip: <i>28152</i> | |
| Phone (Daytime): <i>704-284-3903</i> | | Fax: <input type="text"/> | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/> | | | |
| 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: <i>I want a full refund of \$338.14 due to the rifle firing without anyone pressing the trigger. On Nov. 25, 2010, I showed my son a deer and as he sat down, I pushed the safety forward and the gun fired on it's own almost hitting him and injuring my right wrist two times. After that I removed all the bullets from the rifle.</i> 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: <i>Winchester 150 grain</i> | | Type: <i>Ballistic tip</i> | |
| Other (i.e. bullet weight/type, shot size, powder): <i>150 grain</i> | | | |
| Handload Information: | | | |
| Powder Used: <input type="text"/> | | Powder Weight: <input type="text"/> | |
| Case/Hull Used: <input type="text"/> | | Primer Used: <input type="text"/> | |
| Bullet Type/Shot Size: <input type="text"/> | | Reloader Used: <input type="text"/> | |
| Firearms Care (Cleaning and Lubrication): | | | |

| |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Brand of cleaning solution used: <u>Hoppe's Elite Gun Oil</u> |
| How often do you clean the bore? (Months or Number of rounds) <u>every 20 rounds</u> |
| How often do you clean the action? (Months or Number of rounds) <u>twice a month during hunting season</u> |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>Every 20 rounds during hunting season</u> |
| Brand of lubricant used: <u>Hoppe's Elite Gun Oil</u> |
| How often do you lubricate the bore? (Months or Number of rounds) <u>2 X a month during hunting season</u> |
| How often do you lubricate the action? (Months or Number of rounds) <u>2 X a month during hunting season</u> |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>2 X a month during hunting season</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>9/25/2010</u> |
| What were the services performed? <u>took apart and cleaned</u> |
| Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 |
| <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. :: 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. We process checks electronically through Check21.

I do not want this gun repaired and sent back to me. I saw on a news broadcast how dangerous these 700 models are. And now I know from experience it will fire without pressing the trigger. I am just grateful that my eleven year old son was not in front of the gun when it fired.

The Leopold scope mounts worth 40 dollars, installed with Allen screws which came with Loctite on them. So I couldn't remove them. Please send refund of \$338.14 plus \$40.00 for scope mounts.

Thank you,
Joshua Kevin Allen

WALMART

WE SELL
FOR LESS
STORE #1034
SHELBY, NC

ST# 1034 DP# 00000145 TE# 97 TR# 09588 -
LAYAWAY SALE
JOSHUA ALLEN
150 AYERS RD.
GROVER NC 28073
937-9325

LWY ACCT 97024899
CUSTOMER ID #: 6006431034708117

CHRISTMAS

| | |
|---------------------------|----------|
| REM BOLT3006 004770027478 | 319.00 J |
| SUBTOTAL | 319.00 |
| SALES TAX 1 | 19.14 |
| TOTAL | 338.14 |
| DEPOSIT | 33.81 |
| NEW BALANCE | 304.33 |
| CASH TEND | 40.00 |
| CHANGE DUE | 6.19 |

IF MERCHANDISE IS NOT FULLY PAID AND
CALLED FOR ON OR BEFORE:

12/16/95

IT WILL BE RETURNED TO STOCK.

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

SIGNATURE: *Joshua Kevin Allen*

TC# 20613248260385587
SAVE YOUR RECEIPT FOR YOUR WARRANTY *
10/31/95 19:23:03

12/16/95 - DUE DATE

SIGNATURE: *Joshua Allen*

1006

BIN LOCATIONS

REM BOLT3006 004770027478 M 319.00 J

ACCOUNT CLOSED - ITEMS PURCHASED:

| | |
|--------|-------------|
| 304.33 | PREV BAL |
| 304.33 | PAYMENT |
| 0.00 | NEW BALANCE |
| 305.33 | CASH TEND |
| 1.00 | CHANGE DUE |

CHRISTMAS

CUSTOMER ID #: 6006431034708117
LWY ACCT 97024899
JOSHUA ALLEN

LAYAWAY PAYMENT
ST# 1034 DP# 00000651 TE# 96 TR# 06659

WE SELL
FOR LESS
STORE #1034
SHELBY, NC

WALMART

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|----------------------------------|-----------|--------------------|--------|
| DATE: | 12/3/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PKG: | 10 lbs |
| PLEASE CHECK ONE | | | |
| MEDIA COORDINATOR TO MAIL | | I WILL MAIL XXXXXX | |
| DESCRIPTION: Ref # 5293 rifle | | | |

LABEL INFORMATION

| |
|------------------------------------------------------------------------------------------|
| MAIL LABEL TO: Joshua K. Allen 1832 Kemp Cir. Shelby, NC 28152 Ph: 704-284-3903 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 DEC 7, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065969130
 REF 1: JOSHUA K ALLEN/CD/DMF
 REF 2: 5293/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:

| | | |
|------------------|--------------|-------------|
| DV 0.00 | COD 0.00 | SVC T/P USD |
| DC 0.00 | DGD 0.00 | RS 0.50 |
| AH 0.00 | PR 0.00 | SD 0.00 |
| | | SP 0.00 |
| TOT PUB CHG 8.74 | PUB+HANDLING | 8.74 |

