

BARBER - Kinzer PPS GAL RE 0010511

Remington Arms Co., Inc.

Product Service

Legal Case #:5010

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 211402 | 11/23/2010 | 11/8/2010 | 11/24/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------------|------------|-------|-------|-----|----------------|
| Incident | | Nick | Deplazes | 6019 12th Ave North | Grandville | ND | 58741 | | H 701-728-6376 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|---------------------------------------|-----------------------------------|-------------------|----------------|
| PI | | | | |
| PD | | | | |
| S | Cause:4006 Fired on Safety Release | Altered Adjustments or Components | Unknown | |
| C | Concern:1007 Fired on Safe Release | | | |

11/8/10 Per call from Deplazes, he has a 700 left-hand rifle that he bought second hand that has fired when the safety was released.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------|---------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/30-06 SPR | n/a | A6352356 | DI | 9/15/1976 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | BERNS WHLSE DENVER CO | | N | | | |

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, replace TPA, clean at BLSM program price | | | | | | |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 30.23 | 11/29/2010 |

11/8/10 Mailing ARS.cm 11/29/10 Per Ilion, will follow down, no trigger return. Trigger set screws altered. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping. Nick approved by phone call.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/24/2010 |
| | Product Type | | RF |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5010&Type=Case>

11/30/2010

BARBER - Kinzer PPS GAL RE 0010511

PS 12399

| | | | |
|--------------|------------------------|-----------------------------------|---------------------------------|
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4006 | Altered Adjustments or Components | |
| Barrel | Description | | 22" 30-06 SPR |
| | Date Code | | DI |
| | 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; Not 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--- | .010 |
| | Notch | Slightly Worn; Functioning | |
| Feeding Test | Tests | Test Fired | False |
| | | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | WILL FOLLOW DOWN.NO TRIG RETURN |
| | Pull | ---Select--- | 3.5# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Bolt Lock | |

frmRepairMain - FGI Repairs
 BARBER - Kinzer PPS GAL RE 0010513

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

frmREInquiry - Repair Inquiry

Repair Number: RE00211402 Serial: A6352356 Model: 700 Center Fire Caliber: 3006 SPRG L/H Produced: 09/15/1976 SKU: 20000 Repairman: Status: Repairing 11/24/2010 11:24:49 AM

Verify Repair

ADDRESS INFORMATION

Customer: Nick DePlazes Received from: Nick DePlazes Return To: Nick DePlazes

Name: NICK DEPLAZES

Address 1: 6019 12TH AVE NORTH

Address 2: PO Box

City: GRANVILLE

State: ND Zip Code: 58741 Country: US

State: ND Zip Code: 58741 Country: US

FPL

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date | Code | User ID | Desc1 | Desc2 | Shipping Hold | Current Status |
|------------------|---------------|-----------|--------------------------------|----------|---|------------------------|
| 11/23/2010 12... | EmailSent | AmEmail | Repair Received | DLPLAG | <input type="checkbox"/> Interface Hold | Repairing |
| 11/23/2010 12... | EmailVerified | AmEmail | Receipt | DLPLAG | <input type="checkbox"/> Estimate Sent | 11/24/2010 11:24:49 AM |
| 11/24/2010 11... | Maint | Travisbw | Repair Maintenance | Status F | <input type="checkbox"/> Parts Received | ipostal |
| 11/24/2010 11... | Update | williamsd | Address, Billing, or Ship M... | from App | <input type="checkbox"/> Passed Inspection | Repair Bench |
| 11/24/2010 11... | Comment | williamsd | CONSUMER CALLED T... | SURE W | <input type="checkbox"/> Return as Received | Repair Location |
| | | | | | <input type="checkbox"/> Has Been Approved | ILN |
| | | | | | <input type="checkbox"/> Internal Repair | Current Location |
| | | | | | <input type="checkbox"/> Exclude TATC | ILN |
| | | | | | | Transfer Number |

Repair Search Refresh Close

supryll - ILNProd frmREInquiry D1102R7XPIL Wednesday, Nov 24 2010 9:59 AM

start

Trig. N/c

Ship. \$17.00

Labor \$20

Test N/c

\$37.

11/29/10 Emailed quote/inspection to him.

RECEIVED
 NOV 29 2010

BY:

5010

22"
DI 9/76
3.5#
010

November 8, 2010

Nick Deplazes
6019 12th Ave North
Granville, ND 58741

Subject: #5010, Model 700

Dear Mr. Deplazes,

Per our conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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. Please mark the ends of the box with "Product Service".**

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial Number:

A6352356

Model: 700



RE00211402

will follow down, not 1212 return.
T.A. set screws altered. Replace
TPA, clear a test + fire under
BCP Ron to 20.00 + ship

Quote

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

NOTE: Please complete and print this form, and then include it with your firearm.

| | | | |
|--|------------------|----------------------------------|--|
| Model Number: <u>700 LH</u> | | Serial Number: <u>A6352356</u> | |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: <u>NICK DEPLAZE</u> | | Date of Purchase: <u>6-10-10</u> | |
| Address (no PO Boxes): <u>6019 IRVING</u> | | | |
| City: <u>GRANVILLE</u> | State: <u>ND</u> | Zip: <u>58741</u> | |
| Phone (Daytime): <u>701 728 6376</u> | | Fax: <u></u> | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DEPLA @ SRT.COM</u> | | | |
| E-mail Address: <u>DEPLA @ SRT.COM</u> <input type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: <u>RIFLE FIRED WHEN SAFETY MOVED TO FIRE</u> <u>NOV. 5 - 2010</u> | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: <u>Federal</u> | | Type: <u>POWER SHOT</u> | |
| Other (i.e. bullet weight/type, shot size, powder): <u>150 SR</u> | | | |
| Handload Information: XXXXXXXXXX | | | |
| Powder Used: <u>4064</u> | | Powder Weight: <u>51</u> | |
| Case/Hull Used: <u>WINCHESTER</u> | | Primer Used: <u>CCI</u> | |
| Bullet Type/Shot Size: <u>150 SPITZER</u> | | Reloader Used: <u>RCBS</u> | |

| | |
|--|--|
| Firearms Care (Cleaning and Lubrication): | |
| Brand of cleaning solution used: | |
| How often do you clean the bore? (Months or Number of rounds) | |
| How often do you clean the action? (Months or Number of rounds) | |
| How often do you clean the trigger assembly? (Months or Number of rounds) | |
| Brand of lubricant used: | |
| How often do you lubricate the bore? (Months or Number of rounds) | |
| How often do you lubricate the action? (Months or Number of rounds) | |
| 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 type="checkbox"/> YES <input type="checkbox"/> NO | |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) | |
| What were the services performed?) | |
| Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue 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. | |

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---------------------------|-----------|---------------------|---------|
| DATE: | 11/8/2010 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: | | | |
| MEDIA COORDINATOR TO MAIL | | xxxxxx | |
| DESCRIPTION: | | I WILL MAIL | |
| A6352356 | | 700 | |

LABEL INFORMATION

| | |
|-----------------|---|
| MAIL LABEL TO: | Nick Deplazes 6019 12th Ave North Granville, ND 58741 |
| RETURN ITEM TO: | Rem Product Service |

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

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
 SVC GNDGM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5909065709025
 REF 1: NICK DEPLAZES/CD/CM
 REF 2: 700/A6352356

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:

| | | |
|------------------|----------|-------------------|
| DV 0.00 | COD 0.00 | SVC TYP 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 9.45 | | PUB+HANDLING 9.45 |





