

BARBER - Kinzer PPS GAL RE 0010621

Remington Arms Co., Inc.

Product Service

Legal Case #:5046

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211218	11/22/2010	11/10/2010	11/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kelly	Faris	2009 Horizon Ct	Matthews	NC	28104		H 704-577-6706 F 704-821-9590

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired when he took off safety	Concern:1007 Fired on Safe Release		Unknown
C				

11/10/10 Per call from Faris, about 10 yrs ago he had it fire on safety release and wants to send it for inspect. He received it from his father 2nd hand.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6313027	EI	10/22/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNY STATESVILLE NC		N			

CONCERN:FSR

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
Per Ilion, replace TPA, clean at BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.23	11/30/2010				

11/10/10 Faxing ARS and letter.cm 11/30/10 Per Ilion, could not duplicate concern. Trig assm dirty, bolt stop stcks. Can offer to replace TPA, clean and test fire under BLSM program price of \$20 + shipping. Faris approved by phone.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		EI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5046&Type=Case>

11/30/2010

BARBER - Kinzer PPS GAL RE 0010622

	Muzzle/Crown Condition	---Select---	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKS
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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

frmREInquiry - Repair Inquiry

Repair Number: **RE00211218** Serial: A6313027 Model 700 Center Fire Caliber 243 Repairman: Bruce Travis
 WIN Produced: 10/22/1976 SKU: 20000 Status: Approval Hold 11/24/2010 6:00:25 AM

Verify/Repair

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☐ Received from

Name: KELLY FARRIS
 Address 1: 2009 HORIZON CT
 Address 2: PO Box
 City: MATTHEWS
 State: NC Zip Code: 28104 Country: US

FFL: ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/22/2010 11...	New	lopetaff	Repair Added		
11/22/2010 12...	EmailSent	AmEmail	Repair Received	BSALDR	
11/22/2010 12...	EmailVerified	AmEmail	Receipt	BSALDR	
11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: R	
11/24/2010 6...	Estimate	Travisbw	Estimate Update	Status: A	

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Current Status
 Approval Hold
 11/24/2010 6:00:25 AM
 Travisbw
 Approve Rack
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close



RECEIVED
 NOV 29 2010

BY:

Remington®

5046

22"
EI 10/71
4#
1009

November 10, 2010

Kelly Faris
2009 Horizon Ct
Matthews, NC 28104

Subject: #5046, Model 700

Dear Mr. Faris,

Per our phone conversation, following 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

enclosure

Serial Number: A6313027
Model: 700



RE00211218

could not duplicate concern.
T.A. dirty, BOLE STOP STICKS. CAN
offer to replace T.A. clean &
rest fire under B&LP for \$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:	700	Serial Number:	A6313027
Are you the original owner?: ☐ YES ☒ NO			
Name: Kelly FARIS		Date of Purchase: ??	
Address (no PO Boxes): 2009 HORIZON CT			
City: Matthews		State: NC	Zip: 28104
Phone (Daytime): 704-577-6706		Fax: 704-821-9590	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) BSALDR @ AOL.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
This rifle was handed down to me from my FATHER. I used it in our hunting trips for years. The last trip when I took the safety off to fire, it fired before I touched the trigger. This happened twice and after the second time I quit using it. Thanks for looking it over.			
500 characters left			
Ammunition Information:			
Manufacturer: Federal		Type: NORMAL 243 Rounds	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE: 11/10/2010		REQUESTED BY: christy	
QUANTITY: 1		WEIGHT PER PACKAGE: 10	
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL I will fax to him at" 704-821-9590	
DESCRIPTION: 700 A6313027			

LABEL INFORMATION

MAIL LABEL TO: Kelly Faris 2009 Horizon Ct Matthews, NC 28104 I will fax to him at" 704-821-9590	
RETURN ITEM TO: Rem Prod Serv Ilion, NY	

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

4XX596 NOV 10, 2010 ALL CURR USD 1 OF 1
 SVC GND COM AC! WT 10.0 LBS
 TRACKING# 124XX5969067300865
 REF 1: KELLY FARIS/CD/CM
 REF 2: 700/A6313027

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
 TOT PUB CHG 8.74 PUB+HANDLING 8.74

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Kelly Faris Date: 11/16/10

Company: _____ From: Christy Mitchell

Fax No.: 704-821-9590 Fax No.: _____

Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS:

PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com



November 10, 2010

Kelly Faris
2009 Horizon Ct
Matthews, NC 28104

Subject: #5046, Model 700

Dear Mr. Faris,

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christy.mitchell@remington.com

enclosure

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Phone 800-243-9700 • www.remington.com

1 OF 1

RETURN SERVICE
CUSTOMER RECEIPTSHIP TO:
PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLE AVE.
ILION NY 13357CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: KELLY FARIS/CD/CM
REF 2: 700/A6313027

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are named on the attached label/document exclusively for identification purposes. The contract of carriage is between UPS and its customer. There is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collects the goods on behalf of its customer and accepts no liability whatsoever to you or anyone other than its customer for any loss, delay, or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TR# 12 4XX 596 90 6730 0866



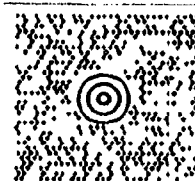
UPS Ground Service - Customer acknowledges that the goods are being shipped by ground and that the goods are subject to the terms, conditions, and limitations of the UPS Ground Service. The customer agrees to pay the applicable UPS Ground Service charges. The customer agrees to indemnify and hold UPS harmless from all claims, damages, and expenses, including reasonable attorneys' fees, arising from the loss of or damage to the goods. The customer agrees to pay the applicable UPS Ground Service charges. The customer agrees to indemnify and hold UPS harmless from all claims, damages, and expenses, including reasonable attorneys' fees, arising from the loss of or damage to the goods.

KELLY FARIS
2009 HORIZON CT.
MATTHEWS NC 28104

10 LBS

1 OF 1

RS

SHIP TO:
PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLE AVE.
ILION NY 13357

NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6730 0866

BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICEREF 1: KELLY FARIS/CD/CM
REF 2: 700/A6313027

HS 12.0.17

LP2442 09 09 10/2010



UPS Ground Service - Customer acknowledges that the goods are being shipped by ground and that the goods are subject to the terms, conditions, and limitations of the UPS Ground Service. The customer agrees to pay the applicable UPS Ground Service charges. The customer agrees to indemnify and hold UPS harmless from all claims, damages, and expenses, including reasonable attorneys' fees, arising from the loss of or damage to the goods. The customer agrees to pay the applicable UPS Ground Service charges. The customer agrees to indemnify and hold UPS harmless from all claims, damages, and expenses, including reasonable attorneys' fees, arising from the loss of or damage to the goods.

BARBER - Kinzer PPS GAL RE 0010629

BARBER - Kinzer PPS GAL RE 0010629

PS 12517

TRANSMISSION VERIFICATION REPORT

TIME : 11/10/2010 17:58
NAME :
FAX : 3365487823
TEL :
SER.# : BROCOJ148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

11/10 17:57
17048219590
00:00:55
04
OK
STANDARD
ECM

Remington®

FACSIMILE TRANSMITTAL SHEET

To: Kelly Paris Date: 11/10/10
Company: _____ From: Christy Mitchell
Fax No.: 704-821-9590 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS:

1 OF 1

RETURN SERVICE
CUSTOMER RECEIPT

SHIP TO:
PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOFFER AVE.
ILION NY 13357

CUSTOMER SERVICE

800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: KELLY FARIS/CD/CM
REF 2: 700/A6313027

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are bound by the attached label. Management responsibility for identification purposes. The receipt of goods is between UPS and its customer. There is no receipt between you and UPS. By handing over the goods to UPS, you agree that UPS delivers the goods on behalf of the customer and accepts no liability whatsoever to you or anyone other than the customer for any loss, delay or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TRF 12 4XX 595 90 6730 0886



International Shipping Notice - Carriage documents may be subject to the rules relating to liability and other rights 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 for the Unification of Certain Rules Relating to International Carriage by Road (the "CMR Convention"). These conventions, regulations, or software were introduced from the U.S. in accordance with the Export Administration Regulations. Overseas Carriage by U.S. Air is prohibited. For shipping prices call 1-800-762-7892.

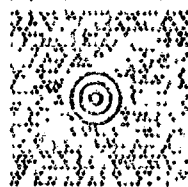
KELLY FARIS
2009 HORIZON CT
MATTHEWS NC 28104

10 LBS

1 OF 1

RS

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

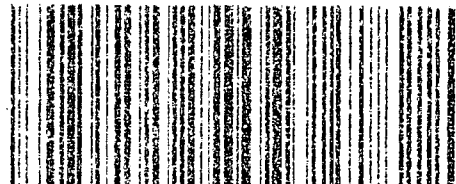


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6736 0866



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: KELLY FARIS/CD/CM
REF 2: 700/A6313027



International Shipping Notice: Carriage not insured unless declared to the carrier. Goods are shipped under the terms of the Warsaw Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Division (control) U.S. law authorized. For shipping please call 1-800-780-7800. United Parcel Service of America, Inc.



