

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:5134

Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 212437 | 12/3/2010   | 11/18/2010      | 12/14/2010  |               |         |     |          |

Customer Information

| Type     | Business | First Name | Last Name | Street                 | City     | State | Zip   | Age | Contact  |
|----------|----------|------------|-----------|------------------------|----------|-------|-------|-----|--|
| Incident |          | John       | Francis   | 16468 N. Star Lake Ln. | Mountain | WI    | 54149 |     | H 414-640-7736<br>F 715-276-2312<br>E jfrancis1946@gmail.com |

Incident Information

| Claims | Codes                          | Repair Est.  | Medical Treatment | Medical Status |
|--------|--------------------------------|--|-------------------|----------------|
| PI     |                                |  |                   |                |
| PD     | Shot hole in 2 walls & a chair | Cause:4038 Could Not Duplicate Concern<br>Concern:1007 Fired on Safe Release |                   | Unknown        |
| S      |                                |  |                   |                |
| C      | FSR                            |  |                   |                |

Customer wrote a letter & Anne Harper brought it over to Product Service Dept on 11/17/10. He stated that he has a M/700. He saw the CNBC show & our website. He stated that while he was hunting 3 yrs ago the gun went off twice. He was then unloading the gun in his home & it fired. Shot a hole in 2 walls & a chair. He stated that he is not interested in getting involved in any legal issues. He just wants his rifle fixed. df

Firearm Information

| Mfg.           | Type                         | Model/Ga.                | SKU            | Serial   | Bbl. | DOM      |
|----------------|------------------------------|--------------------------|----------------|----------|------|----------|
| Remington      | CF/BA                        | 700/270 WIN              | n/a            | A6789872 | OV   | 7/1/1979 |
| Date Purchased | Where Purchased              | Accessories              | Original Owner |          |      |          |
|                | OUTDOOR SPTS WILLOWBROOK ILL | TWO PIECE SEE THRU BASES | U              |          |      |          |

CONCERN:FIRED WITH BOLT PARTIALLY OPEN

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 - Repair under BLM program | Remington/700/CF/BA     |                         |               |                 |                |               |
|                                      | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                      | \$45.23                 | 12/14/2010              |               |                 |                |               |

11/18/10: Sending ARS, ltr, form. df 12/8/10: Replace TA, clean, test fire under BLM program. Customer apprvd. & paid by credit card. I will close when I get parts listing. df 12/14/10: Received parts list - file closed. df

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                        | Comment              |
|-------------|--------------|-----------------------------|----------------------|
| Examination | Examiner     |                             | B.TRAVIS             |
|             | Exam Date    |                             | 12/6/2010            |
|             | Product Type |                             | RF                   |
|             | Action Type  |                             | A                    |
|             | Assigned To  |                             | T.NAGLE              |
| Cause       | 4038         | Could Not Duplicate Concern | IMPROPER MAINTENENCE |
|             | Description  |                             | 22" 270 WIN          |
|             | Date Code    |                             | OV                   |
|             | Bore Plugged | False                       |                      |

|                          |                        |                                |                                   |
|--------------------------|------------------------|--------------------------------|-----------------------------------|
| Barrel                   | Bulged                 | False                          |                                   |
|                          | Fired                  | False                          |                                   |
|                          | Fired while Obstructed |                                |                                   |
|                          | Muzzle/Crown Condition | Slightly Worn; Functioning     |                                   |
| Bolt                     | Firing Pin             | Slightly Worn; Functioning     |                                   |
|                          | Shroud                 | Abused; Not Functioning        |                                   |
|                          | Face                   | Worn; Functioning              |                                   |
|                          | Handle                 | Slightly Worn; Functioning     |                                   |
|                          | Stop                   | Slightly Worn; Not Functioning | BINDS                             |
| Extractor                | Condition              | Abused; Not Functioning        |                                   |
|                          | Cut Condition          | Abused; Not 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---                   | .010                              |
|                          | Notch                  | Slightly Worn; Functioning     | WORKS SLUGGISH                    |
|                          | Tests                  | Test Fired                     | False                             |
| Feeding Test             | Tests                  | False                          |                                   |
| Trigger                  | Condition              | Slightly Worn; Functioning     | DIRTY, STICKY PARTS WORK SLUGGISH |
|                          | Pull                   | ---Select---                   | 4.5#                              |
|                          | Altered                | False                          |                                   |
|                          | Sub-Assembly           | M/700 Bolt Lock                |                                   |
| Non-Remington Components | Description            |                                | TWO PIECE SEE THRU BASES          |



**frmREInquiry - Repair Inquiry**

Repair Number: **RE00212437**    Serial: A6789872; Model 700; Center Fire; Caliber: 270 WIN    Repairman: [ ]  
 Verify Repair: [ ]    Status: Parked 12/6/2010 1:58:38 PM

**ADDRESS INFORMATION**

|                                       |  |                                |  |
|---------------------------------------|--|--------------------------------|--|
| <b>Customer</b>                       | <input checked="" type="radio"/> Received from | <b>Return To</b>               | <input checked="" type="radio"/> Received from |
| Name: JOHN FRANCIS                    |  | JOHN FRANCIS                   |  |
| Address 1: 16468 N. STAR LAKE LN.     |  | 16468 N. STAR LAKE LN.         |  |
| Address 2: [ ] PO Box: [ ]            |  | [ ] PO Box: [ ]                |  |
| City: MOUNTAIN                        |  | MOUNTAIN                       |  |
| State: WI Zip Code: 54149 Country: US |  | WI Zip Code: 54149 Country: US |  |

FFL: [ ]

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

| Date             | Code         | User ID  | Desc1                  | Desc2         |
|------------------|--------------|----------|------------------------|---------------|
| 12/3/2010 7:4... | New          | lopatafl | Repair Added           |               |
| 12/3/2010 7:4... | Expedite     | lopatafl | From: Check In         | To:           |
| 12/6/2010 1:5... | Maint        | Travisbw | Repair Maintenance     | Status: Estim |
| 12/6/2010 1:5... | ParkedExt... | Travisbw | Placed in PS Back Rack | hold for disp |

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

**Current Status**

Parked  
 12/6/2010 1:58:38 PM  
 Travisbw  
 Product Services  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search    Refresh    Close



RECEIVED  
 BY: .....

5134 X COPY

22"  
0V7/7  
4-5<sup>th</sup>  
010

November 18, 2010

John Francis  
16468 N. Star Lake Ln.  
Mountain, WI 54149  
Ph: 414-640-7736

Ref: # 5134

Dear Mr. Francis,

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

enclosure

Serial Number:  
**A6789872**  
Model: **700**



**RE00212437**

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

|   |  |                                    |                   |
|---|--|------------------------------------|-------------------|
| Model <u>700</u>  |  | Serial                             |                   |
| Number: _____   |  | Number: <u>A6789872</u>            |                   |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  |  |                                    |                   |
| Name: <u>JOHN C. FRANCIS</u>  |  | Date of Purchase: <u>June 1999</u> |                   |
| Address (no PO Boxes):<br><u>16468 N. STAR LAKE LN.</u>   |  |                                    |                   |
| City: <u>MOUNTAIN</u>   |  | State: <u>WI</u>                   | Zip: <u>54149</u> |
| Phone (Daytime): <u>414-640-7736</u>  |  | Fax: <u>715-276-2312</u>           |                   |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JFRANCIS1946@GMAIL.COM</u>  |  |                                    |                   |
| E-mail Address:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.  |  |                                    |                   |
| Please describe your problem and date of occurrence:<br><u>ABOUT DEC 2006 Gun was Laying flat on our Table while about to clean, I Ejected 1 shell and Left Bolt open before I could eject last shell gun fired while bolt was partially open and gun was not being held.</u> |  |                                    |                   |
| 500 characters left   |  |                                    |                   |
| Ammunition Information:   |  |                                    |                   |
| Manufacturer: <u>Remington</u>  |  | Type: <u>Pointed Soft Point</u>    |                   |
| Other (i.e. bullet weight/type, shot size, powder): <u>130</u>  |  |                                    |                   |
| Handload Information:   |  |                                    |                   |
| Powder Used: _____  |  | Powder Weight: _____               |                   |
| Case/Hull Used: _____   |  | Primer Used: _____                 |                   |
| Bullet Type/Shot Size: _____  |  | Reloader Used: _____               |                   |
| Firearms Care (Cleaning and Lubrication):   |  |                                    |                   |

Brand of cleaning solution used: \_\_\_\_\_

How often do you clean the bore? (Months or Number of rounds) AFTER EACH USE - ONCE OR TWICE YEAR

How often do you clean the action? (Months or Number of rounds) SAME AS ABOVE.

How often do you clean the trigger assembly? (Months or Number of rounds) ONCE PER YEAR.

Brand of lubricant used: Remington and/or Outers

How often do you lubricate the bore? (Months or Number of rounds) AFTER EACH USE

How often do you lubricate the action? (Months or Number of rounds) SAME AS ABOVE

How often do you lubricate the trigger assembly? (Months or Number of rounds) ONCE PER SEASON

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?  YES  NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 2007 - TO SEE WHAT WAS WRONG.

What were the services performed? None - HE said bolt was damaged - fee (ESTD)

Ship your INSURED firearm by either UPS or Parcel Post to: TO REPLACE.

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.  
:: 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.

3134

November 5, 2010

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

Gentlemen,

I am writing regarding my Model 700 firearm. Yes, I did see the television show and yes I did review your website, etc. I am not interested in causing problems; I am interested in getting my firearm taken care of.

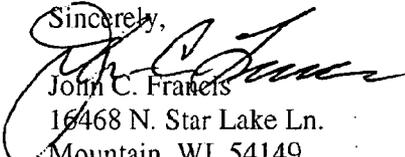
I own a Model 700, .270, number A6789872.

3 years ago while I was unloading the gun after a day of hunting it fired when the safety was moved to facilitate the unloading process. Luckily the gun was pointed to the ground and no one was injured. My son assumed that it was my fault, but I was quite sure that I had practiced proper safety. A second time I was walking in the woods and in preparation to taking a shot, removed the safety and once again it fired, once again into the ground. I was certain that I had not done anything to cause this to happen. I took the gun home and did a proper cleaning and made sure that the action was smooth without any hang-ups. I loaded and unloaded the gun to make sure all was functioning properly. While the gun was flat on a table and I was preparing to unload and case the weapon, it fired, sending a bullet through 2 walls and a chair, before coming to rest in the corner of my gun cabinet.

I took the gun to the gunsmith to be checked out and was told that the firing pin was now damaged because of the misfiring and the bolt would need to be replaced. This is a costly measure and while the gun is a favorite it is prohibitive for me to spend that money.

After watching the program and recalling the events that have happened to me it all seems pretty convenient to blame others. I am not interested in getting involved in any legal issues, I would just like to get my gun back to a useable condition and be able to use it safely. I have a model 870 and a model 742 and never had problems. I would appreciate this being taken care of.

Sincerely,

  
John C. Franks  
16468 N. Star Lake Ln.  
Mountain, WI 54149  
414-640-7736

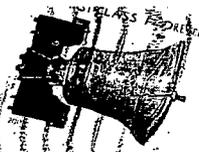
NOV 09 2010

Received Date: \_\_\_\_\_  
CSR: WMM  
Response Date: 11/17/10  
Response/Title: Product Service

10160 01, 0000000000  
MADISON, WI 53709

MILWAUKEE WI 532

CONV. 2000000000



Remington Arms Co Inc  
P.O. Box 700  
Madison, Wisc

27025-0700

27025-0700





www.remington.com

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

ARS LABEL REQUEST FORM

|   |                     |                     |        |
|---|---------------------|---------------------|--------|
| DATE:   | 11/18/2010          | REQUESTED BY:       | Dell   |
| QUANTITY:   | 2                   | WEIGHT PER PACKAGE: | 10 lbs |
| PLEASE CHECK ONE<br>MEDIA<br>COORDINATOR<br>TO MAIL |                     | I WILL MAIL         | XXXXXX |
| DESCRIPTION:  | Ref # 5134<br>Rifle |                     |        |

LABEL INFORMATION

|   |
|---|
| MAIL LABEL TO: John Francis<br>16468 N. Star Lake Ln.<br>Mountain, WI 54149<br>Ph: 414-640-7736 |
| RETURN ITEM TO Remington Arms<br>Attn: Product Service<br>Ilion, NY                             |

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

4XX596      NOV 18, 2010      ALL CURR USD      1 OF 1  
 SVC GND COM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969067225304  
 REF 1: JOHN FRANCIS/CD/DMF  
 REF 2: 5134/RIFLE

HANDLING CHARGE 0.00      SVC T/P USD  
 SINGLE-PIECE PUB RATE CHRGS:  
 DV 0.00      COD 0.00      RS 0.50  
 DC 0.00      DGD 0.00      SD 0.00  
 AH 0.00      PR 0.00      SP 0.00  
 TOT PUB CHG 8.74      PUB+HANDLING 8.74

