

BARBER - Kinzer PPS GAL RE 0011201

Remington Arms Co., Inc.

Product Service

Legal Case #:4850

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 210788 | 11/18/2010 | 10/26/2010 | 11/19/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------|---------|-------|-------|-----|----------------|
| Incident | | Lou | Kern | 51 Highline Rd | Maxwell | NM | 87728 | | C 575-447-2969 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--------------|-----------------------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 | Could Not Duplicate Concern | | |
| S FSR | Concern:1007 | Fired on Safe Release | Unknown | |
| C | | | | |

10/26/10 Per email from Eric Aliff sent on 10/25 at 5:10pm, Kern called and stated his 700 fired on safety release.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|----------------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 700/264 WIN MA | 29715 | S6407152 | KV | 5/29/2001 8:16:31 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| 10/1/2010 | ACUSPORT (OH) CORPORATION | TWO PIECE SCOPE BASE | U | | | |

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 1/2 normal
charges

Repair/Replacement Cost Repair/Replacement Date

10/26/10 Left voice message that I would mail a prepaid shipping label to him.cm 11/22/10 Per Ilion, could not duplicate concern. Trigger set screws altered. Trigger has min trigger return. Replace TPA, clean and test fire at 1/2 normal charges. Emailed inspect and quote info. Awaiting reply.cm 12/9/10 Rec'd email from Kern that she approves and is mailing a check for the repair.cm

Examination[Remington/CF/BA]

I've not rec'd check. 1/14 left message for Kern.

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|-----------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/19/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 26" 264 WIN MAG |
| | Date Code | | KV |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4850&Type=Case>

12/9/2010

BARBER - Kinzer PPS GAL RE 0011202

| | | | |
|--------------------------|------------------------|----------------------------|-----------------------|
| | 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; Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD M/700 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | ISS | |
| Sear | Lift | ---Select--- | .016 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | MIN TRIGGER RETURN |
| | Pull | ---Select--- | 2# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Non-Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE SCOPE BASE |

frmRepairMain - FGI Repairs

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

BARBER - Kinzer PPS GAL RE 0011203

frmREInquiry - Repair Inquiry

Repair Number: RE00210788 Serial: S6407152 Model: 700 - Center Fire, Caliber: 264 Repairman: Status: Repairing 11/19/2010 3:07:21 PM

Verify Repair

ADDRESS INFORMATION

Customer: MARY LOU KERN Received from: MARY LOU KERN

Name: MARY LOU KERN Return To: MARY LOU KERN

Address 1: 51 HIGHLINE RD. Address 2: PO Box

City: MAXWELL State: NM Zip Code: 87728 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date | Code | UserID | Desc1 | Desc2 | Shipping Hold | Current Status |
|------------------|---------------|----------|--------------------|--------------|--------------------------|-----------------------|
| 11/18/2010 12... | New | lcpatafi | Repair Added | | <input type="checkbox"/> | Repairing |
| 11/18/2010 12... | EmailSent | AmE-mail | Repair Received | LKERN@BA | <input type="checkbox"/> | 11/19/2010 3:07:21 PM |
| 11/18/2010 12... | EmailVerified | AmE-mail | Receipt | LKERN@BA | <input type="checkbox"/> | lcpatafi |
| 11/19/2010 3... | Maint | Travisbw | Repair Maintenance | Status: Repa | <input type="checkbox"/> | Repair Bench |
| | | | | | <input type="checkbox"/> | Repair Location |
| | | | | | <input type="checkbox"/> | ILN |
| | | | | | <input type="checkbox"/> | Current Location |
| | | | | | <input type="checkbox"/> | ILN |
| | | | | | <input type="checkbox"/> | Transfer Number |

Repair Search Refresh Close

supryfi ILN/Prod frmRepairMain D1102R7XPL Thursday, Nov 18 2010 8:43 AM

start OPM's Center frmRepairMain

quote \$79.28

RECEIVED
NOV 22 2010

BY:.....

4850

26"
2#
KVS/6
016

October 26, 2010

Lou Kern
51 Highline Rd.
Maxwell, NM 87728

Subject: #4850, Model 700

Dear Mr. Kern,

Regarding your contacting with Remington and the incident you incurred, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of the attached 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 "Supry".

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:

S6407152

Model: 700



RE00210788

could not duplicate concern.
trig. set screws altered. trig.
has minor trig. return. replace
TPA, clean & test Rize at
1/2 normal charges
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: 56407152 | |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: MARY LOU KERN | | Date of Purchase: Oct 2010 | |
| Address (no PO Boxes): 51 HIGHLINE RD | | | |
| City: MAYWELL | State: NM | Zip: 87728 | |
| Phone (Daytime): 575-447-2969 | | Fax: 1-575-375-2969 | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) L.Keen@hacavalley.com | | | |
| E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: THE RIFLE MISS FIRES when taken off Safety. | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: WINCHESTER | | Type: | |
| Other (i.e. bullet weight/type, shot size, powder): 115 Gr / 120 | | | |
| 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: | HOPKES |
| How often do you clean the bore? (Months or Number of rounds) | 20 Rounds or less |
| How often do you clean the action? (Months or Number of rounds) | Annually |
| How often do you clean the trigger assembly? (Months or Number of rounds) | Annually |
| Brand of lubricant used: | Remington |
| How often do you lubricate the bore? (Months or Number of rounds) | 20 Rounds or less |
| How often do you lubricate the action? (Months or Number of rounds) | As needed |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | As needed |
| 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? | |
| Never has been | |
| What were the services performed? | |
| N/A | |
| <p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p> | |
| <p>Ⓢ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.</p> <p>:: 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.</p> | |

Mitchell, Christy

From: Aliff, William
Sent: Monday, October 25, 2010 5:10 PM
To: Mitchell, Christy; Fulcher, Dell Marie
Subject: 700

Model 700 firing with safety release.
Says it is a new gun (new purchase). Was built in 2001.
SN: S6407152

Lou Kern
51 Highline Road
Maxwell, NM 87728

575-447-2969

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|--|------------|---------------------|---------|
| DATE: | 10/26/2010 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL | | I WILL MAIL xxxx | |
| DESCRIPTION: Model 700 S6407152 | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: Lou Kern 51 Highline Rd. Maxwell, NM 87728 |
| RETURN ITEM TO: Rem Product Service |

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

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING 1Z4XX596906577981
 REF 1: LOU KERN/CD/CM
 REF 2: 700/S6407152

| | | |
|-----------------------------|----------|--------------------|
| HANDLING CHARGE 0.00 | | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG: | | RS 0.50 |
| DV 0.00 | COD 0.00 | SD 0.00 |
| DC 0.00 | DDG 0.00 | SP 0.00 |
| AM 0.00 | PR 0.00 | PUB+HANDLING 10.59 |
| TOT PUB CHG 10.59 | | |









