

Remington Arms Co., Inc.
Product Service
Legal Case #:5004

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211877	11/30/2010	11/8/2010	12/6/2010	11/6/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	McClain	1714 Hussion	Houston	TX	77003		C 713-705-6248 F 713-225-1610 E john@houstonelbow.com

Incident Information

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

11/8/10: Customer called in. He inherited gun from father. He had FSR on 11/6/10. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6466614		
Date Purchased	Where Purchased	Accessories	Original Owner			
	J> OSHMAN CO HOUSTON TEX		N			

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 @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$114.73	12/6/2010				

11/8/10: Sending ARS, ltr, form & box. Box order# 1156791. df 12/6/10: Per Fred S. - Install new TA. df 12/6/10: Factory did the repair @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/30/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Altered adjustment, some rust
Barrel	Description		21 inch Model 700 3006 caliber
	Date Code		OU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5004&Type=Case>

12/6/2010

	Muzzle/Crown Condition	Slightly Worn; Functioning		
Bolt	Firing Pin	Worn; Functioning	Bolt body needs to be cleaned and lubed	
	Shroud	Worn; Functioning		
	Face	Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Slightly Worn; Functioning		
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	True		
Locking	Block Condition	---Select---		
	Lug Condition	Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Slightly Worn; Functioning		
Overall	Exterior Condition	Worn; Functioning		
	Stock Condition	Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Worn; Functioning	Rust visible on receiver	
	Bulged	False		
Safety	Description		Model 700 Bolt Lock	
	Function	Slightly Worn; Functioning		
Sear	Lift	---Select---	not measured	
	Notch	Slightly Worn; Functioning		
			Condition	Slightly Worn; Functioning
Pull		---Select---	4.5 lbs	
Altered	Trigger	True	Set screw have been adjusted outside the factory	
Sub-Assembly			M/700 Bolt Lock	

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00211877

Serial: 6466614 Model 700 Center Fire Caliber: 3006

Repairman: Charles Swanson

Verify Repair

Status: Repairing 11/30/2010 10:40:07 AM

Serial: 6466614 Model 700 Center Fire Caliber: 3006

SPRG

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: JOHN MCLAIN

Address 1: 1714 HUSSION

Address 2: PO Box

City: HOUSTON

State: TX Zip Code: 77003 Country: US

Name: JOHN MCLAIN

Address 1: 1714 HUSSION

Address 2: PO Box

City: HOUSTON

State: TX Zip Code: 77003 Country: US

FFL: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/30/2010 10...	Estimate	swansonch	Estimate Update	Status: F	
11/30/2010 10...	Repairing	System	Immediate SAP Allocation		
11/30/2010 11...	Estimate	swansonch	Estimate Update	Status: F	
11/30/2010 11...	Estimate	swansonch	Estimate Update	Status: F	
11/30/2010 2...	Expedite	pencerf	From Repair Bench	To: Galle	

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

Repairing

11/30/2010 10:40:07 AM

swansonch

Gallery

Repair Location

ILN

Current Location

Transfer Number

Repair Search

Refresh

Close

supryfl - ILN/Prod

frmRepairMain

D1102R7XPIL

Tuesday, Nov 30 2010

2:53 PM

start

EMS - Desktop

DMS - Global Ser...

Icons - Microsoft

frmRepairMain - F...

3:47 PM

RECEIVED
DEC - 1 2010

BY:.....

211877

COPY

November 8, 2010

John McClain
1714 Hussion
Houston, TX 77003
Ph: 713-705-6248

Ref: # 5004

Dear Mr. McClain,



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

Bolt Lock modification program
Install new TA

FRED 11/30/10

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

Print

Reset

Model Number: <u>Model 700 .30-06</u>		Serial Number: <u>6466614</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>John Mulain</u>		Date of Purchase: <u>Inherited</u>	
Address (no PO Boxes): <u>1714 Hussion</u>			
City: <u>Houston</u>	State: <u>TX</u>	Zip: <u>77003</u>	
Phone (Daytime): <u>713-705-6248</u>		Fax: <u>713-225-1610</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>john@houstonelbow.com</u>			
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: <div style="border: 1px solid black; padding: 10px; min-height: 150px;"> <u>When the safety is pushed to fire position, the rifle fired without anything near the trigger</u> </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Winchester</u>		Type: <u>Super-X</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>SP, 180 gr.</u>			
Handload Information:			
Powder Used: <u> </u>		Powder Weight: <u> </u>	
Case/Hull Used: <u> </u>		Primer Used: <u> </u>	
Bullet Type/Shot Size: <u> </u>		Reloader Used: <u> </u>	
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
How often do you clean the action? (Months or Number of rounds)	After each use
How often do you clean the trigger assembly? (Months or Number of rounds)	Never Done This
Brand of lubricant used:	Hoppe's 9
How often do you lubricate the bore? (Months or Number of rounds)	Every Use
How often do you lubricate the action? (Months or Number of rounds)	Every Use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Never Done
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
Unknown	
What were the services performed?)	
N/A	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><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.</p> <p style="text-align: center;">:: 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</p>	

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.

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:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5004 Rifle			

LABEL INFORMATION

MAIL LABEL TO: John McClain 1714 Hussion Houston, TX 77003 Ph: 713-705-6248
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX556 NOV 8, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065729916
 REF 1: JOHN MCCLAIN/CO/DMF
 REF 2: 5004/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
 TOT PUB CHG 10.54 PUB+HANDLING 10.54