

Remington Arms Co., Inc.
Product Service
Legal Case #:4855

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 209742 | 11/8/2010 | 10/26/2010 | 11/9/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-----------------------|------------|-------|-------|-----|--|
| Incident | | Danny | Murray | 5110 Bridges Creek Dr | Greensboro | NC | 27406 | | W 336-678-5486 F 336-678-7632 E danny.murray@rfmd.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-----------------------------|-------------------------------|----------------|
| PI | | | | |
| PD | Cause:4038 | Could Not Duplicate Concern | | |
| S | fired with no one touching and safe on | Concern:1005 | Unexplained Discharge Safe ON | Unknown |
| C | | | | |

10/26/10 Per email through RightNow, incident # 101021-000021, "I have a Model 700 BDL ,cal. 30-06 that I purchased sometime in the mid 70's. The gun looks as good today as it did the day I purchased it. I have hunted with this gun with absolutely no problems until recently. I was at a farm shooting the gun checking to make sure my scope was still on. While the gun was laying on the shooting bench , and we (my brother and myself) were checking the target the gun just went off. No one was near the gun and the safety was on. Now I'm actually scared to use this gun in this condition. Can Remington repair this gun before someone gets killed by a misfire. Is there a gunsmith Remington recommends to make such a repair. I'm extremely concerned about this. A quick response to my concern is greatly anticipated."cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|---------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/30-06 SPR | n/a | B6413317 | EC | 10/1/1982 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | FOLSM CORP CHARLOTTE NO CAR | | U | | | |

CONCERN:FIRED WITHOUT TOUCHUNG TRIGGER

Ammunition Information

| Mfg. | Type | Cal./Ga. | SKU | UPC | DOM | Mfg. Code |
|-----------|----------|----------|--------|-----|-----|-----------|
| Remington | PSP /150 | | | | | |
| Concern | Other | Factory | Reload | | | |
| 0: | | Y | N | | | |

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 1/2 normal charges | | | | | | |
| | Repair/Replacement | Repair/Replacement | | | | |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4855&Type=Case>

11/17/2010

Cost

Date

10/26/10 Emailed offer to send ARS.cm 10/26 Murray sent his address and requested a box. Sending a box from Corporate with the ARS in side.cm 11/11/10 Per Ilion, could not duplicate concern. Trigger assm very dirty. Check over, replace TPA, clean and test fire at 1/2 normal charges. Anne Harper has left message for consumer regarding inspect and cost.cm 11/16/10 Left voice message for Murray to call. Gave him quote and condition info.cm 11/17/10 Murray approved repair, requested that his old trigger be mailed back to him also.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|--------------|------------------------|-----------------------------|-----------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/9/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 30-06 SPR |
| | Date Code | | EC |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| Bolt | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| | Firing Pin | Slightly Worn; Functioning | |
| | Shroud | Slightly Worn; Functioning | |
| | Face | Slightly Worn; Functioning | |
| | Handle | Slightly Worn; Functioning | |
| Extractor | Stop | Slightly Worn; Functioning | WORKS SLUGGISH |
| | Condition | Slightly Worn; Functioning | |
| | Cut Condition | Slightly Worn; Functioning | |
| Locking | Ext/Eject Test | False | |
| | Block Condition | --Select-- | |
| | Lug Condition | Slightly Worn; Functioning | |
| Overall | Notch Condition | --Select-- | |
| | Exterior Condition | Slightly Worn; Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| Receiver | Fore End Condition | --Select-- | |
| | Condition | Slightly Worn; Functioning | |
| Safety | Bulged | False | |
| | Description | | STANDARD M/700 SAFETY |
| | Function | Like new; Functioning | |
| Sear | Sub-Assembly | Non-ISS | |
| | Lift | --Select-- | .012 |
| | Notch | Slightly Worn; Functioning | |
| Feeding Test | Tests | Test Fired | False |
| | | False | |
| | Condition | Slightly Worn; Functioning | VERY DIRTY/STICKY |

| | | | |
|---------|--------------|---------------------|----|
| Trigger | Pull | ---Select--- | 4# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

frmRepairMain - 14: Repair

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

frmREInquiry - Repair Inquiry

Repair Number: **RED0209742** Serial: 86413317 Model 700 Center Fire Caliber 3006 SPRG SKU: 80852 Repairman: Bruce Travis Status: ApprovalHold 11/9/2010 9:21:36 AM

Verify Repair

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☒ Received from

Name: **DANNY MURRAY** **DANNY MURRAY**

Address 1: **5110 BRIDGES CREEK DR.** **5110 BRIDGES CREEK DR.**

Address 2: PO Box PO Box

City: **GREENSBORO** **GREENSBORO**

State: **NC** Zip Code: **27406** Country: **US** **NC** Zip Code: **27406** Country: **US**

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date | Code | User ID | Desc1 | Desc2 | |
|------------------|---------------|----------|--------------------------|----------|---|
| 11/8/2010 5:0... | EmailVerified | AnnEmail | Receipt | DMUSSE | <input type="checkbox"/> Shipping Hold |
| 11/9/2010 8:4... | Maint | Travisbw | Repair Maintenance | Status F | <input type="checkbox"/> Interface Hold |
| 11/9/2010 9:2... | Estimate | Travisbw | Estimate Update | Status A | <input type="checkbox"/> Estimate Sent |
| 11/9/2010 9:2... | ApprovalH... | System | Immediate SAP Allocation | | <input type="checkbox"/> Parts Received |
| 11/9/2010 9:5... | Expedite | pencetl | From Repair Bench | To: Appr | <input type="checkbox"/> Passed Inspection |
| | | | | | <input type="checkbox"/> Return as Received |
| | | | | | <input type="checkbox"/> Has Been Approved |
| | | | | | <input type="checkbox"/> Internal Repair |
| | | | | | <input type="checkbox"/> Exclude TATC |

Current Status: ApprovalHold 11/9/2010 9:21:36 AM

Transfer Number:

Repair Search Refresh Close

supply - ILN/Prod frmRepairMain D1102R7XPIL Tuesday, Nov 9 2010 11:57 AM

start D:\S - Desktop frmRepairMain - F... 1:50 PM

RECEIVED
NOV 10 2010
BY:.....

4855

22
EC 10/9
.012
4#

October 26, 2010

Danny Murray
5110 Bridges Creek Dr.
Greensboro, NC 27406

Subject: #4855, Model 700

Dear Mr. Murray,

Regarding your contact 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 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 "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:

B6413317

Model: 700



RE00209742

could not duplicate concern.
TRIG. ASSM. VERY DIRTY. Check
over, replace TPA, clean & test
fire 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: MOD700 BDL | | Serial Number: B6413317 | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: DANIEL MURRAY | | Date of Purchase: ABOUT 1975 | |
| Address (no PO Boxes): 5110 BRIDGES CREEK DR. | | | |
| City: GREENSBORO | | State: N.C. | Zip: 27406 |
| Phone (Daytime): 336.678.5486 | | Fax: 336.678.7632 | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DANNY.MURRAY@RFMD.COM | | | |
| E-mail Address: DMU5954917@AOL.COM | | | |
| <input type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: | | | |
| <p>WHILE CHECKING MY SCOPE AT RANGE FOR UPCOMING HUNTING SEASON. HAD FIRE ABOUT 9 ROUNDS THROUGH GUN. LAYED GUN ON BENCH TO CHECK TARGET. WHEN I PICKED GUN UP TO SHOT AGAIN, HANDLING ONLY STOCK AND FOREARM THE GUN DISCHARGED. I BARELY HAD MY HANDS ON GUN. LUCKY MY BROTHER WAS STANDING OPPOSITE THE MUZZLE.</p> | | | |
| Ammunition Information: | | | |
| Manufacturer: REMINGTON | | Type: POINTED SOFT POINT | |
| Other (i.e. bullet weight/type, shot size, powder): 150gr. | | | |
| 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: | HOPPES + 3 in 1 OIL. |
| How often do you clean the bore? (Months or Number of rounds) | 12 |
| How often do you clean the action? (Months or Number of rounds) | 12 |
| How often do you clean the trigger assembly? (Months or Number of rounds) | 12 |
| Brand of lubricant used: | AS ABOVE. |
| How often do you lubricate the bore? (Months or Number of rounds) | 12 |
| How often do you lubricate the action? (Months or Number of rounds) | 12 |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | 12 |
| 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?) | |
| NEVER | |
| What were the services performed?) | |
| <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> | |



ShipRequest™



Ship To: Danny Murray
 Company:
 Address 1: 5110 Bridges Creek Dr
 Address 2:
 Address 3:
 City: Greensboro
 State/Province: North Carolina
 ZIP/Postal Code: 27406
 Country: United States
 email:
 Phone:
 Account: 230145
 Package Type: Package
 Address Type: Residential
 Deliver By: Mon, November 1, 2010
 Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell
 email: christy.mitchell@remington.com
 Prepared By:
 Phone:

| | | | |
|----------------------------|--|----------|------|
| Date: 10-27-10 1 lb 7.9 oz | | Base :\$ | 4.97 |
| Acct # : 230145 | | Spc S:\$ | 0.00 |
| Cust # : 00L0000003545 | | Addl :\$ | 0.00 |
| Zip/Zone: 27406 / 2 | | | |
| Trk # : 1Z4XX5960300015258 | | Total \$ | 4.97 |
| Pkg ID #: 8800 | | | |
| Service : UPS Ground | | | |

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 | | xxxxxxxxxxxxxxxxxxxxxx | |
| TO MAIL | | I WILL MAIL | |
| DESCRIPTION: | | | |
| 700 | | | |

LABEL INFORMATION

| | |
|-----------------|---|
| MAIL LABEL TO: | Danny Murray 5110 Bridges Creek Dr Greensboro, NC 27406 |
| RETURN ITEM TO: | Remington Product Service |

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

4XXE96 OCT 27, 2010 ALL CURR USD 1 OF 1
 SVC GNDCCM ACT WT 10.0 LBS
 TRACKING# 124XXE965066187330
 REF 1: DANNY MURRAY/CD/CM
 REF 2: 700

| | | |
|-----------------------------|----------|-------------------|
| HANDLING CHARGE 0.00 | | SVC T/P USD |
| SINGLE-PIECE PUB RATE CHRG. | | RS 0.50 |
| DV 0.00 | COO 0.00 | SD 0.00 |
| DC 0.00 | DCD 0.00 | SP 0.00 |
| AM 0.00 | PR 0.00 | PUB+HANDLING 8.24 |
| TOT PUB CHG 8.24 | | |