

BARBER - Kinzer PPS GAL RE 0012586

Remington Arms Co., Inc.

Product Service

Legal Case #:4867

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209057	11/3/2010	10/27/2010	11/4/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Darrel	Tucker	4152 Tesson St	St. Louis	MO	63123		C 314-420-9051 F 314-551-5333

Incident Information

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

10/27/10 Per phone call, Tucker has 2 700's, one made in the '90's and one in the '80's. He has had two FSR's with the '80's model but never sent it for inspect afterward. He has seen information on the Bolt Lock Program and wants to have the bolt lock removed and for us to check the issue of the FSR.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6891385	WZ	8/20/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENT ROYAL OAK MICHIGAN		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 at BLM price						

Repair/Replacement Cost	Repair/Replacement Date
37.00	11/8/2010

10/27/10 Faxing ARS.cm 11/8/10 Per Ilion, could not duplicate concern. Check over, Replace TPA, clean and test fire under bolt lock program for \$20.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A

BARBER - Kinzer PPS GAL RE 0012587

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		WZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	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	ACTION DIRTY
	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	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

BARBER - Kinzer PPS GAL RE 0012588

4867
Remington®4867

October 27, 2010

Darrel Tucker
4152 Tesson St.
St. Louis, MO 63123

Subject: #4867, Model 700

Dear Mr. Tucker,

Regarding your contact with Remington and the incident you incurred, you should receive a faxed prepaid UPS ground shipping label for shipment of the firearm to our factory within 24 hours. 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

TPA	\$0.00
Shpg	17.00
Labor	20.00
Test	0.00
	<u>\$ 37.00</u>



Remington 700 ADL
Serial no. 6891385

could not duplicate concern.
check over, replace TPA, clean & test
fire under bolt lock program
for \$ 20.00

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

BARBER - Kinzer PPS GAL RE 0012588

PS 14476

6891385
Model: 700
Number: 1

frmREInquiry - Repair Inquiry

Repair Number: **RE00209057** Serial: 6851385 Model: 700 Center Fire Caliber: 3006 Repairman: Bruce Travis
 SPRG Produced: 08/20/1975 SKU: 20000 Status: ApprovaHold 11/4/2010 2:44:21 PM

ADDRESS INFORMATION

Customer: ☐ Received from ☐ Return To ☐ Received from

Name: **DARREL TUCKER** Address 1: **4152 TESSON ST** Address 2: PO Box:
 City: **ST. LOUIS** State: **MO** Zip Code: **63123** Country: **US**

FFL:

History / Status

Date	Code	User ID	Desc1	Desc2	Status
11/3/2010 6:3...	New	valentids	Repair Added		
11/3/2010 6:3...	Expedite	valentids	From: Check In	To:	
11/3/2010 6:3...	Expedite	valentids	From: Product Services	To:	
11/4/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: F	
11/4/2010 2:4...	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

ApprovaHold
 11/4/2010 2:44:21 PM
 Travisbw
 ApprovaRack
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

RECEIVED
 NOV - 5 2010

BY:



October 27, 2010

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Subject: #4867, Model 700

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Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

TIME : 10/27/2010 12:00
NAME :
FAX : 3365487823
TEL :
SER.# : BRO00J148005

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

10/27 12:00
13145515333
00:00:25
02
OK
STANDARD
ECM

Remington®

FACSIMILE TRANSMITTAL SHEET

To: Darrel Tucker Date: 10/27/10
Company: _____ From: Christy Mitchell
Fax No.: 314-551-5333 Fax No.: _____
Phone No.: _____ Phone No.: _____

Number of pages including Cover Sheet: _____

COMMENTS:

Please include a copy of my letter with
your rifle before shipping.
Thanks,
Christy Mitchell

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/27/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA Fax to: COORDINATOR 314-551-5333 TO MAIL		I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: Darrel Tucker Fax to him 4152 Tesson St St. Louis, MO 63123
RETURN ITEM TO: Remington Product Service

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

4XX596 OCT 27, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969067016129
 REF 1: DARREL TUCKER/CD/CM
 REF 2: 700

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	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.75
TOT PUB CHG 8.78		

Remington®

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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.

0F 1 RETURN SERVICE
BARBER KINZER PPS GAL RE 0012594
CUSTOMER RECEIPT

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

CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: DARREL TUCKER/CD/CM
REF 2: 700

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#: 1Z 4XX 596 90 6701 6129

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or 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. Diversion contrary to U.S. law prohibited. For stopping places, call 1-800-762-7552. United Parcel Service, Louisville, KY

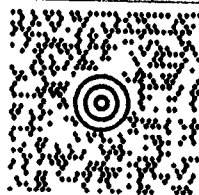
DARREL TUCKER
4152 TESSON ST.
SAINT LOUIS MO 63123

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 6701 6129



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: DARREL TUCKER/CD/CM
REF 2: 700

WS 12.0.17

LP2442 09.0A 10/2010



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BARBER - Kinzer PPS GAL RE 0012594

PS 14482

TIME : 10/27/2010 16:00
NAME :
FAX : 3365487823
TEL :
SER.# : BRO00J148005

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

10/27 15:59
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