

Remington Arms Co., Inc.
Product Service
Legal Case #:5096

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 212997 | 12/7/2010 | 11/15/2010 | 12/14/2010 | 11/11/2010 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|--------------------------|--------|-------|-------|-----|--|
| Incident | | Henry | Folsom | 2218 Cherry Blossom Cir. | Lebnon | MO | 65536 | | H 417-322-2700 E hjfolsom@gmail.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 | | | |

11/15/10: Customer called in. He stated he had a FSR on 11/13/10. He said the gun was brand new. He doesn't trust it now. He said that he has been on the internet and has seen too many reports of incidents with the M/700. He wants a refund. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|---------------|----------------|----------|------|-----------------------|
| Remington | CF/BA | 700/3006 SPRG | 27337 | D6641057 | CE | 7/13/2010 10:50:41 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| 8/18/2010 | GLENN ZANDERS FUR & SPORT | | Y | | | |

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 |
|-------------------------|-------------------------|--------------|---------------|-----------------|----------------|---------------|
| Refund | | | \$614.71 | | 12/14/2010 | |
| Repair/Replacement Cost | Repair/Replacement Date | | | | | |

11/15/10: Sending ARS, ltr, form. df 12/14/10: I called customer. He still wants refund. I will submit G-408 for \$614.71. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|---------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 12/8/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 24" 30-06 SPR |
| | Date Code | | CE |
| | 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 | |
| | 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--- | |
| Magazine | Condition | ---Select--- | |
| | Box Condition | Slightly Worn; Functioning | |
| 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 XMP SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .011 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Like new; Functioning | |
| | Pull | ---Select--- | 5# |
| | Altered | False | |
| | Sub-Assembly | X-Mark Pro | |

X

5096

COPY

24"
CE
4/10
5#
OK

November 15, 2010

Henry Folsom
2218 Cherry Blossom Cir.
Lebanon, MO 65536
Ph: 417-322-2700

Ref: # 5096

Dear Mr. Folsom,

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, H&R customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

REF ID: A111111

D6641057

Model: 700



RE00212997

November 23, 2010

Ref: # 5096

Remington Arms Co.
14 Hoefler Ave.
Ilion, NY 13357

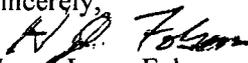
On August 18, 2010, I purchased a Remington 700 SPS (DM) rifle, serial number D6641057 in 30.06 caliber from my local gun dealer. A short time later, I mounted a Leupold scope on the rifle and began to site the in rifle for Missouri deer season. I have fired approximately 100 rounds or less through the rifle. I have not in any way altered the trigger system in the rifle. I did however adjust the x-mark trigger adjustment screw approximately one half turn to lighten the trigger pull as directed in the information that came with the rifle using the Allen wrench that was provided by Remington. Also, I have also cleaned the rifle several times since I purchased it.

On November 11, 2010, while hunting during Missouri deer season, I - with all of my fingers outside of the trigger guard and nothing touching the trigger itself- utilized my right thumb to switch the rifle's safety switch from safety to fire as a deer approached. I clicked the safety switch hard and did not ride the safety switch forward at all with my thumb. Immediately upon clicking the safety switch to fire, the rifle discharged causing the rear of the metal trigger guard of the rifle to suddenly strike the middle of my right trigger finger, which was quite painful. Additionally this also let me know with 100 percent assurance that no part of my finger was inside of the trigger guard at any time when I utilized the safety switch. There is no amount of words that can accurately describe the shock I was in when I realized the rifle had actually discharged a round. It should be noted, that I was practicing good firearms safety by always keeping the muzzle pointed in a safe direction when the rifle unexpectedly discharged and fortunately, since I was no one seriously injured or killed.

On November 13, 2010, I contacted your company and I was assisted by a polite customer service representative. Once I explained the incident, I was told that I would receive a prepaid shipping label to ship the rifle back to Remington for inspection/service by your company, which would perhaps include a trigger replacement. I have thought about this and I feel that I cannot accept this rifle back from your company in good conscience. Nor can I ever sell or trade it to another person in light of what I know occurred the day the rifle discharged when the safety was de-activated. I informed your representative of my feelings and I was told that I would have to write a letter explaining the incident wherein I specifically needed to indicate that I wanted a refund for the recently purchased rifle due to this incident. I was also informed that I would also need to include and a copy of the sales receipt where I had purchased the rifle, and upon receipt of the rifle by Remington, I would be refunded the full purchase price.

I have boxed up the rifle and filled out all of your required paperwork (reference # 5096) as requested. I am returning the rifle as directed and respectfully request that I be refunded the full amount of \$614.71 that I recently spent for the purchase of the rifle. I have also included a copy of the sales receipt as you requested. I have included my contact information below and I would be happy to discuss this incident or the return of this unsafe rifle with anyone from your company.

Sincerely,


Henry James Folsom
2218 Cherry Blossom Circle
Lebanon, MO 65536

Telephone # (417) 322-2700

Email: hjfolson@gmail.com

BARBER - Kinzer PPS GAL RE 0013466

Print

Reset

| | | | |
|---|------------------|---------------------------------------|--|
| Model Number: <u>700</u> | | Serial Number: <u>D6641057</u> | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: <u>HENRY J. FOLSON</u> | | Date of Purchase: <u>8-18-2010</u> | |
| Address (no PO Boxes): <u>2218 CHERRY BLOSSOM CIRCLE</u> | | | |
| City: <u>LEBANON</u> | State: <u>MO</u> | Zip: <u>65536</u> | |
| Phone (Daytime): <u>417 322-2700</u> | | Fax: <u></u> | |
| E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>HJFOLSON@GMAIL.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: <u>11/7/2010 GUN FIRED WHEN SAFETY LEVER SWITCHED FROM SAFETY TO FIRE WITH NO FINGER OR ANYTHING TOUCHING TRIGGER. GUN NOT SAFE FOR USE IN HUNTING ENVIRONMENT.</u> | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: <u>HORNADY</u> | | Type: <u>CUSTOM INTERLOCK</u> | |
| Other (i.e. bullet weight/type, shot size, powder): <u>30.06 165 GRAIN</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): | | | |

BARBER - Kinzer PPS GAL RE 0013467

| | |
|---|---|
| Brand of cleaning solution used: | <i>Hoppe's #9</i> |
| How often do you clean the bore? (Months or Number of rounds) | <i>CLEANED 4 times</i> |
| How often do you clean the action? (Months or Number of rounds) | |
| How often do you clean the trigger assembly? (Months or Number of rounds) | |
| Brand of lubricant used: | <i>Hoppe's #9</i> |
| How often do you lubricate the bore? (Months or Number of rounds) | <i>Twice</i> |
| How often do you lubricate the action? (Months or Number of rounds) | <i>Twice</i> |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | <i>NOT DONE</i> |
| 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? | <i>NEVER</i> |
| What were the services performed? | |
| <p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <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> | |

BARBER - Kinzer PPS GAL RE 0013468

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.



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|------------|---------------------|--------|
| DATE: | 11/15/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 lbs |
| PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL | | I WILL MAIL | XXXXXX |
| DESCRIPTION: Ref# 5096 Rifle | | | |

LABEL INFORMATION

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|--|
| MAIL LABEL TO: Henry Folsom 2218 Cherry Blossom Cir. Lebanon, MO 65536 Ph: 417-322-2700 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 NOV 16, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969067309607
 REF 1 : HENRY FOLSOM/CD/DMF
 REF 2 : 5096/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
 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

SMOKEY ACRES TRADING COMPANY

BUY • SELL • TRADE

RALPH P. HESS
 14500 STATE ROUTE BB
 ST. JAMES, MO 65559

573-265-6070
 FFL# 43-34978

| SOLD BY | RPA | DATE | AUG 18, 10 |
|---|-------------------------|-------|------------|
| NAME | HENRY JAMES FOLSOM | | |
| ADDRESS | 2218 CHERRY BLOSSOM CIR | | PHONE |
| CITY | LEBANON, MO. 65536 | | |
| <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> MERCHANDISE RETURNED <input type="checkbox"/> C.O.D. <input type="checkbox"/> PAID OUT <input type="checkbox"/> PAID ON ACCOUNT | | | |
| QTY. | DESCRIPTION | PRICE | AMOUNT |
| 1 | REMINGTON 700 SPS | | \$ 575.00 |
| | 30-06 | TAX | 30.76 |
| | | SHO. | 8.95 |
| S.N. | D 6641057 | | 614.71 |
| | | CASH | 614.71 |
| | | | 0- |
| <div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block;"> PAID IN FULL <i>[Signature]</i> </div> | | | |
| RECEIVED BY | | TOTAL | |



