cuzclarie@kingkong.com

BARBER - Kinzer PPS GAL RE 0013579

Remington Arms Co., Inc.
Product Service

Legal Case #:5077

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 212435 12/3/2010 11/12/2010 12/5/2010

Customer Information

Type Business First Last Street City State Zip Age Contact

H 802-748-4818

Incident Robert Hooker Rd Johnsbury VT 05819 E

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD Cause:4038 Could Not Duplicate Concern

Cause:4038 Could Not Duplicate Concern

Unknown

Cause:4038 Could Not Duplicate Concern

Unknown

release

11/12/10 Per call from Hooker, his brother and nephew had his 700 out and he had chambered a round it fired when they released the safety and their finger was not on the trigger.cm

Firearm Information

 Mfg.
 Type
 Model/Ga.
 SKU
 Serial Bbl.
 DOM

 Remington
 CF/BA
 700/243 WIN
 27092
 G6751744 CC
 5/1/2008 7:27:18 AM

Date Purchased Accessories Original Owner

10/11/2009 WAL-MART STORE 01- TWO PIECE SCOPE Y

2681

ADL Syn Youth CONCERN:FSR

Ammunition Information

Mfg. Type Cal./Ga. SKU UPC DOM Mfg. Code

BASE

Federal SP/100

Concern Other Factory Reload

0: Y N

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Date Date

APV APV

Per Ilion, replace trig assm n/c as goodwill

Repair/Replacement Repair/Replacement

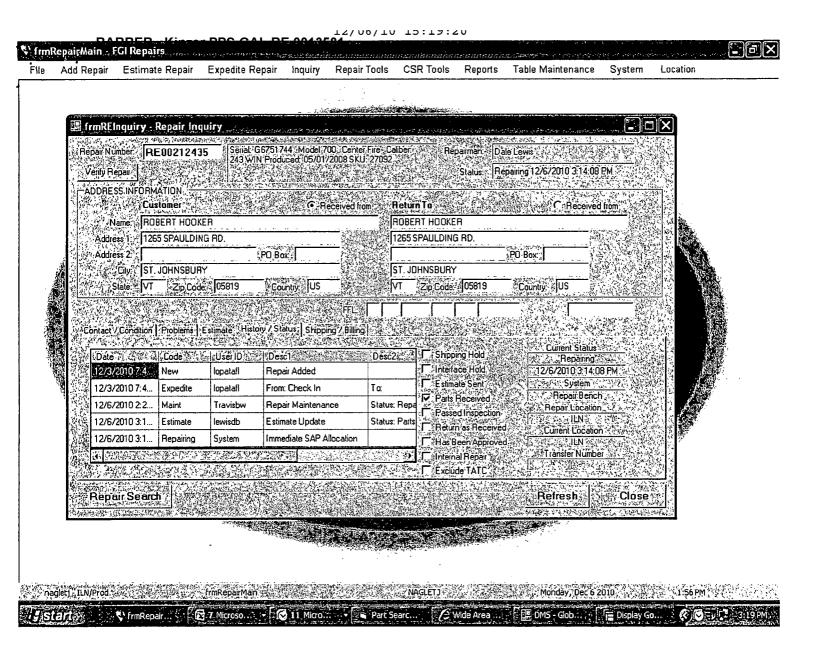
**Cost Date** 47.23 12/7/2010

11/12/10 Mailing ARS.cm 12/7/10 Per Ilion, could not duplicate concern. Foreign object was lead shot. Check over, clean and replace TPA to restore confidence in rife.cm

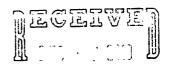
## BÁRBER - Kinzer PPS GAL RE 0013580

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/5/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		20" 243 WIN
	Date Code		СС
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		-
	Muzzle/Crown Condition	Slightly Worn; Functioning	]
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	Ī
	Stop	Slightly Worn; Functioning	1
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	1
	Exterior Condition	Slightly Worn; Functioning	. ·
Overall	Stock Condition	Slightly Worn; Functioning	
0	Fore End Condition	Select	1
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	]
	Description		STANDARD XMP SAFETY
Safety	Function	Like new; Functioning	]
	Sub-Assembly	Non-ISS	
	Lift	Select	.011
Sear	Notch	Like new; Functioning	]
Joean	Troton	Test Fired	False
Feeding Test	Tests	False	ji disc
rooming rest	Condition	Like new; Functioning	
Trigger	Pull		1 64
	<u> </u>	Select	4.5#
	Altered	False	]
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE



20.23



BY:----

BARBER - Kinzer PPS GAL RE 0013581

Please Find Plastic Bar TAPED TO RIFLE STOCK TOUND A PIECE OF METAL That an November 12, 2010 Applared THooker Come Fro

Robert Hooker 1265 Spaulding Rd St Johnsbury, VT 05819

Subject: #5077, Model 700

Dear Mr. Hooker,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 "Product Service".

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

enclosure

G6751744

Model: 700

RE00212435

couldnot duplicate concern. FOREIGN OBJECT WAS READ Shots cleck onen, clean + deplace TPA TO pressone confidence in Rifle.

4230145

NOTE: Please complete and print this form, and then include it with your firearm.

	<del></del>		
Model Number: 700 ADL SYN, YTH,	Serial Number: 66751744		
Are you the original owner?: X YES NO			
Name: ROBERT HOOKER	Date of Purchase: OC+. 11 2009		
Address (no PO Boxes):	·		
City: St JOHNSBURY	State: VT Zip: 05819	•	
Phone (Daytime): 802-748-4818	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) a LL rohook@ hot mail: Com			
E-mail Address:			
I would like to receive future e-mail updates from Ren	nington.		
Please describe your problem and date of occurrence:		,	
When the safety was disengaged the gun fired			
with no contact to the trigger. Has only been short 20 times since purchase. Noticed Trigger is			
short 20 times since purchase. Noticed Trigger is			
extremely sensitive requires very light pressure To fire,			
I found A small piece of M	etal when I removed the		
Stock. I noticed when it fellout that it seemed 10			
I found A small piece of Metal when I removed the Stock. I noticed when it fellows that it seemed TO be in trigger area. I have included it with the gun.  Soo characters left Please find clear suplor bag with the white paper, metalpile Ammunition Information: Lis tapeal to paper. Paker Hooker			
Ammunition Information: ) is tanced to scale bales Hooker			
Manufacturer: FEDERAL	Type: Centerfire		
Manufacturer: FeDeRAL Type: Centerfire  Other (i.e. bullet weight/type, shot size, powder): 10 Ograin, post Point			
Handload Information: NOT APPLICABLE			
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: Nopped # 9
How often do you clean the bore? (Months or Number of rounds) after care well
How often do you clean the action? (Months or Number of rounds) after each we
How often do you clean the trigger assembly? (Months or Number of rounds) after each use
Brand of lubricant used: Hoppes and Remoil
How often do you lubricate the bore? (Months or Number of rounds) after Cleaning leach use
How often do you lubricate the action? (Months or Number of rounds) Iffer Cleaning/lach use
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web sile or in our owners manual?  YES NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) Never R
What were the services performed?) NOT Applicable
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
:: 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.



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:		christy	
QUANTITY:	1	WEIGHT PER PACKAGE	•	10
PLEASE CHECKONE : MEDIA COORDINATOR TO MAIL		I WILL MAIL	xxxxxx	
DESCRIPTION:	700			

## LABEL INFORMATION

MAIL LABEL TO:	Robert Hooker 1265 Spaulding Rd St Johnsbury, VT 05819	
RETURN ITEM TO:	Rem Prod Serv Ilion, NY	

## . PLEASE COMPLETE ALL PARTIS OF THIS FORM, AND SEND TO THE MEDIA COORDINATOR: 10.100 PM

1 OF 1 NOV 16, 2010 ALL CURR USD ACT UT 10.0 LBS 4XX596 SVC GNDCOM ACT UT TRACKING# 124XX5969065355383 REF 1:ROBERT HOOKER/CD/CM REF 2:700 HANDLING CHARGE 0.00 SVC T/P USD SINGLE-PIECE PUB RATE CHRGS: DV 0.00 DC 0.00 COD 0.00 RS 0.50 DGD 0.00 SD 0.00 SP 0.00 PR 0.00 AH 0.00 PUB+HANDLING 7.24 TOT PUB CHG 7.24

