

BARBER - Kinzer PPS GAL RE 0013758

Remington Arms Co., Inc.
Product Service
Legal Case #:5256

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 215764 | 12/21/2010 | 12/1/2010 | 1/5/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|------------------|---------------|-------|-------|-----|--|
| Incident | | Dannon | Wright | 656 County Rd 28 | Double Spring | AL | 35553 | | C 205-617-3189 E dannonwright@yahoo.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 Could Not Duplicate Concern | | Unknown | |
| S | Concern:1008 Fired on Bolt Closing | | | |
| C FBC | | | | |

12/1/10: Customer called in. He stated that he had a FBC a few months ago with the rifle. No damage, No injury. He stated that the bolt is really hard to close on a shell. Bought it new from Dicks Sptg Gds. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|----------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 700/22-250 REM | 85434 | G6874601 | OD | 7/6/2009 10:54:54 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | DICK S SPORTING GOODS/ATL | TWO PIECE BASE | Y | | | |

CONCERN:FBC

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 - Check over, clean, test fire @ n/c - warranty | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$42 | 1/17/2011 | | | | |

12/1/10: Sending ARS, ltr, form. df 12/28/10: Cust. called for status but factory is closed for holidays. df 1/17/11: Per Ilion - Could not duplicate concern. TA functions as designed. Assem. is dirty. Check over completely, clean & test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|-------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/5/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 26" 22-250 REM HB |
| | Date Code | | OD |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |

BARBER - Kinzer PPS GAL RE 0013759

| | | | |
|--------------------------|------------------------|----------------------------|----------------|
| | 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 | |
| | 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--- | |
| | Exterior Condition | Slightly Worn; Functioning | |
| Overall | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| | Condition | Slightly Worn; Functioning | |
| Receiver | Bulged | False | |
| | Description | | XMP SAFETY |
| Safety | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| | Lift | ---Select--- | .010 |
| Sear | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| | Feeding Test | False | |
| Trigger | Condition | Like new; Functioning | DIRTY |
| | Pull | ---Select--- | 3.5# |
| | Altered | False | |
| | Sub-Assembly | X-Mark Pro | |
| Non-Remington Components | Description | | TWO PIECE BASE |

26"
007/c
3.54
10/0

5256

COPY

December 1, 2010

Dannon Wright
656 County Rd 28
Double Springs, AL 35553
Ph: 205-617-3189

Ref: # 5256

Dear Mr. Wright,

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

RECEIVED
JAN 06 2011

enclosure

BY:.....

Serial Number:

G6874601

Model: 700



RE00215764

could not duplicate concern.
T.A. Functions as Designed.
Assm. is dirty. Check over
completely, clean & test fire
at N/C warranty

Print

Reset

| | | | |
|---|--|----------------------------|------------|
| Model Number: 700 AD Varmint | | Serial Number: 66824601 | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: Dannon Wright | | Date of Purchase: Unsure | |
| Address (no PO Boxes): 656 County Road 28 | | | |
| City: Double Springs | | State: AL | Zip: 35353 |
| Phone (Daytime): 205-617-3185 | | Fax: | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) dannonwright@yahoo.com | | | |
| 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: I was bolt in a shell and the gun fired, and the bolt does not push down when a shell is chambered, it doesn't feel smooth either it needs to be checked the gun has not fired a round like that since this gun has only had 500 rounds put in it | | | |
| Ammunition Information: | | | |
| Manufacturer: Hornady 55 grain | | Type: Varmint Express | |
| Other (i.e. bullet weight/type, shot size, powder): | | | |
| Handload Information: | | | |
| Powder Used: | | Powder Weight: | |
| Case/Hull Used: | | Primer Used: | |
| Bullet Type/Shot Size: | | Reloader Used: | |
| Firearms Care (Cleaning and Lubrication): | | | |

BARBER - Kinzer PPS GAL RE 0013762

| | |
|---|----------------------------|
| Brand of cleaning solution used: | |
| How often do you clean the bore? (Months or Number of rounds) | Once a month |
| How often do you clean the action? (Months or Number of rounds) | Every 40 rounds |
| How often do you clean the trigger assembly? (Months or Number of rounds) | haven't yet |
| Brand of lubricant used: | Harmons Clear-Less Gun Oil |
| How often do you lubricate the bore? (Months or Number of rounds) | Monthly |
| How often do you lubricate the action? (Months or Number of rounds) | Every 40 rounds |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | haven't yet |
| 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?) It's a new gun | |
| What were the services performed?) | |
| 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>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p>ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p> | |

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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: | 12/1/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PKG: | 10 lbs |
| PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL | | I WILL MAIL XXXXXX | |
| DESCRIPTION: Ref # 5256 rifle | | | |

LABEL INFORMATION

| |
|--|
| MAIL LABEL TO: Dannon Wright 656 County Rd 28 Double Springs, AL 35553 Ph: 205-617-3189 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066815375
 REF 1:DANNON WRIGHT/CD/DMF
 REF 2:5256/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