

Remington Arms Co., Inc.
Product Service
Legal Case #:5334

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/8/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Saunders	First Reliance Bank 2170 W. Palmetto St.	Florence	SC	29801		H 843-319-2324

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI -				
PD	Cause:4079	Other - Unexamined		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

12/7/10: Customer called in. Stated he had a FSR over a year ago. No date given. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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
	Repair/Replacement Cost	Repair/Replacement Date				

12/8/10: Sending ARS, ltr, form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/8/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5334 rifle			

LABEL INFORMATION

MAIL LABEL TO: Rick Saunders
2170 W. Palmetto St.
Florence, SC 29801
Ph: 843-319-2324

29501

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 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066295937
REF 1: RICK SAUNDERS/CD/DMF
REF 2: 5334/RIFLE

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

Reference #
101201-000098
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/01/2010 04:11 PM
Initial Response
12/07/2010 10:11 PM
Last Updated
12/20/2010 12:57 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Model 700**Discussion Thread****Customer (Rick Saunders)****12/20/2010 12:57 PM**

I did not get would you resend and use my corporate address below?

F.R. (Rick) Saunders, Jr.
 First Reliance Bank
 2170 West Palmetto Street
 Florence, SC 29501
 (843) 674-3001 Direct
 (843) 319-2324 Mobile
 (843) 674-3ASK ACCESSLive Customer Care Center
 (843) 674-3040 Fax
rsaunders@firstreliance.com

Check out our Web Site: www.firstreliance.com

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From: Remington Information [mailto:info@remington.com]
 Sent: Monday, December 20, 2010 11:00 AM
 To: Rick Saunders
 Subject: Model 700 [Incident: 101201-000098]

Response (Christy -)**12/20/2010 11:00 AM**

Rick, have you received the shipping label? Dell mailed it on 12/9. I'll request another if you have not.

Customer (Rick Saunders)**12/13/2010 05:12 PM**

I've been waiting on a shipping label and have not received to date. Can you update me on its status? I would prefer to ship the gun after Jan 1 anyway

F.R. (Rick) Saunders, Jr.
 First Reliance Bank
 2170 West Palmetto Street
 Florence, SC 29501
 (843) 674-3001 Direct
 (843) 319-2324 Mobile
 (843) 674-3ASK ACCESSLive Customer Care Center
 (843) 674-3040 Fax
rsaunders@firstreliance.com

Check out our Web Site: www.firstreliance.com

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From: Remington Information [mailto:info@remington.com]
 Sent:
 Tuesday, December 07, 2010 10:12 PM
 To: Rick Saunders
 Subject: Model 700 [Incident: 101201-000098]

Response (Christy -)**12/07/2010 10:11 PM**

Mr. Saunders, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address it should be mailed to and the serial number of the rifle.

Sincerely,
Christy Mitchell

Customer (Rick Saunders)

12/01/2010 04:11 PM

I have a Remington 270 mod 700. This gun has fired without pulling the trigger and only engaging the safety switch. I'd like to get this fixed. How can you help me? My email address is rsaunders@firstreliance.com and phone # is 843-319-2324. Thank you for your help. Rick Saunders

Sent from Rick Saunders mobile phone

Primary Contact

First Name: Rick

Last Name: Saunders

Organization:

Login: rsaunders@firstreliance.com

Title:

Contact Type:

Email: rsaunders@firstreliance.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
		I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	F.R. (Rick) Saunders, Jr. First Reliance Bank 2170 West Palmetto Street Florence, SC 29501
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066822518
REF 1:FIRST REL/FR RICK/CD/CM
REF 2:700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 8.78	PUB+HANDLING	SP 0.00
		8.78