

Remington Arms Co., Inc.
Product Service
Legal Case #:5835

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		2/7/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cleo	Smith	217 Lakevie Ln	Oak Ridge	TN	37830		H 805-483-9503

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when bolt was closed	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing		Unknown
C				

2/7/11 Per call from Cleo, he has a Model 700 that he purchased new in 1977. On a couple of occasions it has fired when he closed the bolt. He has not used it since 1992 and is getting his firearms checked out before he wills them to his relatives.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a	6739457		
Date Purchased	Where Purchased	Accessories	Original Owner			
	MAURICE SPT GD CHICAGO ILL		Y			

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				

2/7/11 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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700 Log Sheet - 2010 CNBC Story

5835

Date: 2/7/11 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

orig owner '77

Consumer Name: Cleo Smith

Address: 217 Lakeview Ln.

Oak Ridge TN 37830

Phone: 805-483-9503

Serial #: 6739457 1994

quit using in 1992
 1 or 2 times it fired
 when bolt closed
 700 CDL

Send an ARS label

Comments:



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/7/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION			
700 6739457			

LABEL INFORMATION

MAIL LABEL TO:	Cleo Smith 271 Lakeview Ln Oak Ridge, TN 37830
RETURN ITEM TO:	Rem Product Serv

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

4XX596 FEB 7, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969066181032
REF 1:CLEO SMITH/CD/CM
REF 2:769 6739457

HANDLING CHARGE 9.00		SVC 1/P USD	
SINGLE-PIECE PUB RATE CHRG:			
OV 0.00	COO 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AM 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 9.36		PUB+HANDLING 9.36	