

Remington Arms Co., Inc.
Product Service
Legal Case #:6656

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/7/2011		10/6/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kelly	Edwards	14147 Pheasant Hollow Ln	Riverton	UT	84065		C 801-580-3602 E edwards1400@earthlink.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	hole in ceiling and roof	Cause:4079 Other - Unexamined		
S	Concern:1006 Unexplained Discharge Safe OFF		Unknown	
C				

10/7/11 Per call and email from Edwards, incid # 111007-000008, He keeps the magazines loaded in this firearms when they are locked in his safe. He does not have one in the chamber though.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM	n/a	A6448219		4/28/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	SCHOELLKOPF CARROLLTON TX		N			

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				

10/7/11 Waiting for Edwards to call Monday. He does not want to ship to us. He may have a local gunsmith go with him to the range and shoot it and see if they duplicate it. He can video tape it and may send it to us for us to video from opening through inspection. He will let me know Monday if he will send it to the factory.cm 10/20/11 Spoke with Edwards. I will send him a letter stating our intentions to video opening the container through inspection. Will send it to D. Watkins. Emailing letter and ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/20/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: A6448219 Model 700			

LABEL INFORMATION

MAIL LABEL TO:	Kelly Edwards 14147 Pheasant Hollow Ln Riverton, UT 84065
RETURN ITEM TO:	Remington Product Service inspect Case #6656 Remington R&D Attn: Derek Watkins <i>only</i> 315 W. Ring Rd Elizabethtown, KY 42701

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

4XX596 OCT 21, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066723296
REF 1: KELLY EDWARDS/CD/CM
REF 2: CASE#6656/A6448219/MODEL700

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 10.27	PUB+HANDLING	10.27

1 OF 1

RETURN SERVICE
CUSTOMER RECEIPTSHIP TO:
ATTN: DEREK WATKINS ONLY/
REMINGTON ARMS
315 W. RING RD
ELIZABETHTOWN KY 42701CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: Firearms

REF 1: KELLY EDWARDS/CD/CM
REF 2: CASE#6656/A6448219/MODEL700

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RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6672 3296



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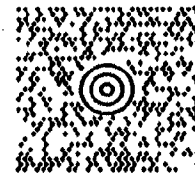
KELLY EDWARDS
1447 PHEASANT HOLLOW LANE
RIVERTON UT 84065

10 LBS

1 OF 1

RS

SHIP TO:

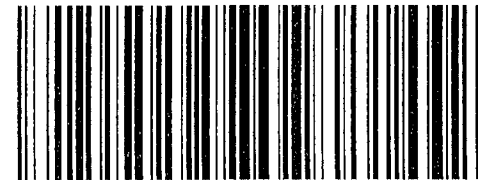
ATTN: DEREK WATKINS ONLY/CASE#6656
REMINGTON ARMS
315 W. RING RD
ELIZABETHTOWN KY 42701

KY 402 9-04



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6672 3296

BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICEREF 1: KELLY EDWARDS/CD/CM
REF 2: CASE#6656/A6448219/MODEL700

US 12.0.17

LP2442 18.08 07/2011



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PS 23326

Reference Number: 111007-000008

Status: ☐ Resolved

Assigned To: ☐ Specified

Specified: ☐ Specified

Issue: ☐ Specified

Created: 10/07/2011 03:56 AM

Initial Solution Response: ☐ Specified

Updated: 10/07/2011 03:56 AM

Customer SmartSense: ☐ (on -3 to +3 scale)

Staff SmartSense: ☐ (on -3 to +3 scale)

Discussion Thread

Customer (Edwards)

10/07/2011 03:56 AM

To whom it may concern,

My name is Kelly T Edwards of Bluffdale Utah, Committee member of the Rocky Mountain Elk Foundation. I own several Remington rifles, tonight I was getting my 7mm model 700 ready for hunting this weekend, when it MISFIRED in my house. Being a seasoned gun owner I am very careful with my firearm, and know what I am doing at all times. I did call the police, and get a police report, the case number is 11BD01001. I have owned this rifle over 15 years, it has never been modified, it has been cleaned regularly. I swear in the name of God, and over my mothers grave this rifle MISFIRED, and could have killed someone! THIS IS A DANGEROUS RIFLE AND I OWN 5 MODEL 700s I have always enjoyed.

Please call me, my cell# is 801-580-3602 I am still in shock! How do I get confidence back for the rifles?

Primary Contact

First Name:

Last Name: Edwards

Organization:

Login: edwards1400@earthlink.net

Title:

Contact Type:

Email: edwards1400@earthlink.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information