

BARBER - Kinzer PPS GAL RE 0013639

Remington Arms Co., Inc.

Product Service

Legal Case #:5158

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/18/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bobby	McCreary	1654 Old Seneca Rd	Central	SC	29630		E mccreary519@yahoo.com

Incident Information

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

11/22/10 Per email sent to Remington.com, incid # 101108-000243, "I bought a model 700 adl ss (serial number-S6732204) in late september. This past weekend while push the safty to fire the gun went off. I have since tried to make it do this again with no luck. The safty was very hard going to fire position when the gun went off."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	85437	S6732204		6/11/2010 8:01:42 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS/ATL		Y			

ADL SS

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				

11/22/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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BARBER - Kinzer PPS GAL RE 0013640**Model 700 problem**

5158

Reference #
101108-000243

Status
Updated

Assigned To
Administrators
Christy -

Product
Accessories

SLA
Not specified

Queue
CSR

Date Created
11/08/2010 10:11 PM

Initial Response
11/16/2010 10:23 PM

Last Updated
11/18/2010 06:11 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Discussion Thread**Customer (bj mcreary)**

11/18/2010 06:11 PM

My address is 1654 old seneca road central SC 29630. How long is the turn around time? This is my daughter one and only hunting gun. I will be out of town until the 29th. I can send as soon as I get home.

Thanks for your help,
Bobby McCreary

From: Remington Information
To: mcreary519@yahoo.com
Sent: Tue, November 16, 2010 10:23:20 PM
Subject: Model 700 problem [Incident: 101108-000243]

Response (Christy -)

11/16/2010 10:23 PM

Mr. McCreary, I apologize for the delay in responding. I can send you a prepaid UPS ground shipping label for shipment to our factory for a free inspection. Send me the address to mail it to as well as the address the rifle would need to ship back to.

Customer (bj mcreary)

11/08/2010 10:11 PM

I bought a model 700 adl ss (serial number-S6732204) in late september. This past weekend while push the safty to fire the gun went off. I have since tried to make it do this again with no luck. The safty was very hard going to fire position when the gun went off. Please advise

Thanks,
Bobby McCreary

Primary Contact

First Name: bj
Last Name: mcreary
Organization:
Login: mcreary519@yahoo.com
Title:
Contact Type:

Email: mcreary519@yahoo.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

S6732204

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	18-Nov	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <div style="text-align: right;">xx</div>	
DESCRIPTION: <div style="text-align: center;">700</div>			

LABEL INFORMATION

MAIL LABEL TO:	Bobby McCreary 1654 old seneca road central SC 29630
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 NOV 19, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066179821
 REF 1:BOBBY MCCREARY/CD/CM
 REF 2:700

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