

Remington Arms Co., Inc.
Product Service
Legal Case #:4821

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/21/2010	10/21/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jamie	Cox			WV			H 304-586-3947

Incident Information

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

10/22/10 Per call from Cox, he has 4 bolt actions and 1 has had a FSR. He will take 3 that he has in his possession to RARC, Sportsman's Haven, for inspect. He bought these 2nd hand. His son has one in SC and will get it to a RARC for inspect as well.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	29712	S6206176		7/14/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		N			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25933	S6371381		8/28/2000 9:49:28 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC		N			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	A6511596		10/22/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	FULKS SPORTING CLARKSBURG WV		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

Customer to have inspected at RARC

Repair/Replacement Cost	Repair/Replacement Date

10/21/10 He will take to RARC in OH. We will replace trigger n/c on the 1992 model that had the FSR. If needed, he will

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4821&Type=Case>

10/22/2010

have the BLSM or trigger replaced on the other two for BLSM price. I called Jim at the RARC to relay what should be charged to Cox.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

My Copy

Date: 10/21/10 CSR: CM #4821

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

*Jim
He wants to
take to ~~the~~
in OH. 1977 is
\$20 BLSA. The FSR
is Free. All others \$20*

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

Consumer Name: Janice Cox

Address: _____

Phone: 304-586-3947

Serial #: _____

Send an ARS label

Comments: _____

*Mark Pro
10-12
older model used
hought used
4 X 700 30-06 has gone off
SG206176 '92
SG371381 '00
other 2 are BDLs 330-06
177 AGS11596 7mm mag*