

Remington Arms Co., Inc.
Product Service
Legal Case #:5391

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/10/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Dillon	737 Danver Ln	Beech Grove	IN	46107		E bobbillon@mac.com

Incident Information

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

12/10/10 Per email to Remington.com, incid # 101207-000145, "I was recently given a model 700 in .30-06 by my Dad. He hadn't used it in some 20 years. As I was cleaning the rifle, I noticed that it seems to fire every so often when I slide the bolt home and lock it. Do you know if this is a reported issue with this rifle, and any ideas how much it would cost to repair? I'd like to take it to the range, but if it fires now and then when I'm locking the bolt, I'd rather just keep it unloaded and locked up until I hear from you."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Remington/700/CF/BA						
	Repair/Replacement Cost	Repair/Replacement Date				

12/10/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Reference #
101207-000145
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/07/2010 11:27 PM
Initial Response
12/10/2010 10:46 PM
Last Updated
12/10/2010 11:11 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Model 700 Question**Discussion Thread****Customer (Robert Dillon)**

12/10/2010 11:11 PM

Hello Chris, thanks for the reply. My address is :
 Robert Dillon 737 Danver Lane Beech Grove, IN. 46107
 -Bob

On Dec 10, 2010, at 10:46 PM, Remington Information info@remington.com wrote:

Response (Christy -)

12/10/2010 10:46 PM

Mr. Dillon, I apologize for the delay in responding. Send your address and I will mail a prepaid UPS ground shipping label to have the rifle come in for inspection. Afterward we will put it on hold and contact you before any work.

Customer (Robert Dillon)

12/07/2010 11:27 PM

Hello, I was recently given a model 700 in .30-06 by my Dad. He hadn't used it in some 20 years. As I was cleaning the rifle, I noticed that it seems to fire every so often when I slide the bolt home and lock it. Do you know if this is a reported issue with this rifle, and any ideas how much it would cost to repair?

I'd like to take it to the range, but if it fires now and then when I'm locking the bolt, I'd rather just keep it unloaded and locked up until I hear from you.

Thank you!

Robert Dillon
 Indianapolis, IN
bobdillon@mac.com

Primary Contact**First Name:** Robert**Last Name:** Dillon**Organization:****Login:** bobdillon@me.com**Title:****Contact Type:****Email:** bobdillon@me.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**



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/11/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: Robert Dillon 737 Danver Lane Beech Grove, IN. 46107

RETURN ITEM TO: Rem Prod Serv

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067369365
REF 1: ROBERT DILLON/CD/CH
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: 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 8.20 PUB+HANDLING 8.20