

## Remington Arms Co., Inc.

Product Service

Legal Case #:5061

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/9/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Terry	Eades	101 Donaldson Rd West	Blenheim	SC	29516		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when pushing round into chamber	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing	Unknown	
C				

11/11/10 Per email sent to Remington.com, incid 101025-000191, "I have a Model 700 30-06 that I love. However, when recently sighting in my scope, the rifle fired as soon as I jacked the next cartridge into the chamber. My finger was nowhere near the trigger. Where can I get this fixed?".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			
			U			

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				

11/11/10 Emailing ARS and letter.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

<b>Reference #</b>
101025-000191
<b>Status</b>
Updated
<b>Assigned To</b>
Administrators
Christy -
<b>Product</b>
Ammunition
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
10/25/2010 09:42 PM
<b>Initial Response</b>
11/09/2010 10:11 PM
<b>Last Updated</b>
11/10/2010 10:26 AM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

**Model 700 repair****Discussion Thread****Customer (1 Terry)**

Address is

Terry Eades

101 Donaldson Rd W

Blenheim SC 29516

Thanks

On Nov 9, 2010, Remington Information wrote:

**Response (Christy -)**

Mr. Eades, I apologize for the delay in responding. I can email a prepaid UPS ground shipping label to pay shipping of your rifle to our factory for a free inspection. Let me know what address to put on the label as the return address. It will require an adult signature upon delivery.

**Customer (1 Terry)**

I have a Model 700 30-06 that I love.

However, when recently sighting in my scope, the rifle fired as soon as I jacked the next cartridge into the chamber. My finger was nowhere near the trigger.

Where can I get this fixed?

Thanks,

Terry Eades

**Primary Contact****First Name:** 1**Last Name:** Terry**Organization:****Login:** petvet62@hughes.net**Title:****Contact Type:****Email:** petvet62@hughes.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**

# 5061

11/10/2010 10:26 AM

11/09/2010 10:11 PM

10/25/2010 09:42 PM

*Email*

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/11/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA	Email to him at:		
COORDINATOR	<u>petvet62@hughes.net</u>		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

## LABEL INFORMATION

MAIL LABEL TO:	Terry Eades 101 Donaldson Rd W Blenheim, SC 29516
	Email to him at: <u>petvet62@hughes.net</u>
RETURN ITEM TO:	Rem Prod Serv

4XX596 NOV 11, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067618407  
REF 1:TERRY EADES/CD/CM  
REF 2:700

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
DV 0.00 COD 0.00  
DC 0.00 DGD 0.00  
AH 0.00 PR 0.00  
TOT PUB CHG 9.24  
SVC T/P USD  
RS 1.00  
SD 0.00  
SP 0.00  
PUB+HANDLING 9.24

**RECEIVED**

*✓ cd*  
petvet62@hughes.net