

Remington Arms Co., Inc.

Product Service

Legal Case #:5468

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/20/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kathy	Fultz	964 State Rt 1	Greenup	KY	41144		H 606-473-5053 E kathybarn@windstream.net

Incident Information

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

12/20/10 Per email sent to Remington.com, incid 101217-000049, "I am having trouble with my rifle. On multiple occasions when the safety is turned off the gun fires unexpectedly. The rifle is a Remington Model 700 22-250 caliber."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250	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				

12/20/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101217-000049

Status
Unresolved

Assigned To
Administrators
Christy -

Product
History

SLA
Not specified

Queue
CSR

Date Created
12/17/2010 02:27 PM

Initial Response
None

Last Updated
12/20/2010 10:23 AM

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

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

RIFLE MISFIRING

5468

Discussion Thread**Customer (Kathy Fultz)**

12/17/2010 02:27 PM

Dear Remington

I am having trouble with my rifle. On multiple occasions when the safety is turned off the gun fires unexpectedly.

The rifle is a Remington Model 700 22-250 caliber.

Please contact me as to what I could do to make this gun safe.

Sincerely

Kathy Fultz
964 State Route 1
Greenup, KY 41144
606-473-5053
kgcf41144@yahoo.com
kgcf41144@yahoo.com<kgcf41144@yahoo.com>

Primary Contact

First Name: Kathy
Last Name: Fultz
Organization:

Login: kathybarn@windstream.net

Title:

Contact Type:

Email: kathybarn@windstream.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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Kathy Fultz 964 State Route 1 Greenup, KY 41144
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067545414
REF 1: KATHY FULTZ/CD/CM
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 8.24	PUB+HANDLING	8.24