

Remington Arms Co., Inc.
Product Service
Legal Case #:5449

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/15/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City State	Zip	Age	Contact
Reporter	Gunrunner's Inc	David	Gunrunner's Inc	205 Arlington St	Ada OK	74820		W 580-272-0579 E gunrunnersinc@gmail.com

Incident Information

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

12/15/10 Per call from David, his customer brought in a 700 that he has had for a long time and stated that on 2 separate occasions it has fired when he closed the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	27514	G6321912		5/30/2003 10:15:04 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		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				

12/15/10 Emailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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700 Log Sheet - 2010 CNBC Story

5449

Date: 12/15/10 CSR: CR

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

My Copy

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

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).

David

Did they agree to return it to the factory?

YES

NO

had it a long time

Consumer Name: Gun Runners Inc

Address: 205 Arlington St

Ada OK 74820

Phone: 580-272-0579

Serial #: G-6321912 2003

email: gunrunnersinc@gmail.com

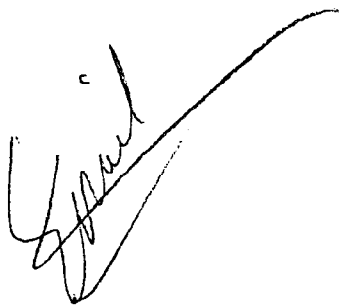
Send an ARS label

Y

Comments:

Remington.

www.remington.com



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

ARS LABEL REQUEST FORM

DATE:	12/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	xxxxxxxxxxxxxxxxxxxx		
COORDINATOR	Email to him at:		
TO MAIL	<u>gunrunnersinc@gmail.com</u>		
DESCRIPTION:			
G6321912 700			

LABEL INFORMATION

MAIL LABEL TO:	Gunrunners Inc 205 Arlington St Ada, OK 74820
	Email to him at: <u>gunrunnersinc@gmail.com</u>
RETURN ITEM TO:	Rem Prod Service

PLEASE COMPLETE ALL PARTS OF THIS FORM AND

4XX596 DEC 16, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067799794
REF 1: GUNRUNNERS/CD/CM
REF 2: 700/G6321912

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.95	PUB+HANDLING	9.95

gunrunnersinc@gmail.com