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RE#       Date Opened       Date Opened(PS) 12/15/2010       Date Closed       Incident Date       Pre Lit       Lit       Obsole Obsole         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.         Incident Information       Claims       Codes       Repair Est.       Medical Treatment       Medical Sta         PD       Cause:4079       Other - Unexamined       Unknown       S       Fired when closing boit       Concern:1008 Fired on Boit 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 boil.cm       DOM         Firearm Information       Mfg.       Type       Model/Ga.       SKU       Serial       Bbi.       DOM         Remington       CF/BA       700/       27514       G6321912       5/30/2003 10:15:04 F       Date Purchased       Mere Purchased       Accessories       Original Owner         SPORTS       SUTH INC       U       U	Remington Arms Co., Inc. Product Service Legal Case #:5449							
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.         Incident Information       Claims       Codes       Repair Est.       Medical Treatment       Medical Sta         PI       PD       Cause: 4079       Other - Unexamined       Unknown       Sired       1000000000000000000000000000000000000	Case Information RE# Date Op	=		ate Closed	Incident Date	Pre Lit Lit	Obsolete	
Reporter Guarunner's inc       David       Guarunner's inc       David       Guarunner's inc       E guarunnersinc@gmail.         Incident Information       Claims       Codes       Repair Est.       Medical Treatment       Medical Sta         PI       PD       Cause: 4079       Other - Unexamined       Unknown         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 F         Date Purchased       Where Purchased       Accessories       Original Owner       SPORTS SOUTH INC       U         Armunition Information - None Defined       Other Products Information - None Defined       Settlement       Reim. Date       Cash D         Settlement       Release of Claims       Release Date       Reimbursement       Cash D       APV       APV         Apv       Date       12/15/10 Emailing ARS.cm       Inte       Inte       Inte       Inte       Inte	Type Busine	ss First Name Last				-		
Claims     Codes     Repair Est.     Medical Treatment     Medical State       PJ     Cause:4079     Other - Unexamined     Unknown       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     Inknown   Firearm Information Firearm Information Mfg. Type Model/Ga. SKU Serial Bbl. DOM Remington CF/BA 700/ 27514 G6321912 5/30/2003 10:15:04 F Date Purchased Where Purchased Accessories Original Owner SPORTS SOUTH INC U  Ammunition Information - None Defined Other Products Information - None Defined Other Products Information - None Defined Settlement Repair/Replacement Cost Date Repair/Replacement Cost Date	Reporter Gunrunner's Inc David Gunrunner's Inc 203 Arlington St Ada OK 74820 E gunrunnersinc@gmail.com							
PD       Cause:4079       Other - Unexamined       Unknown         S       Fired when closing bolt       Concern:1008       Fired on Bolt Closing       Unknown         2       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       Image: Concern:1008       Fired on Bolt Closing       Image: Concern:1008       Fired on Bolt Closing         Firearm Information       Mfg.       Type       Model/Ga.       SKU       Serial       Bbl.       DOM         Remington       CF/BA       700/       27514       G6321912       5/30/2003 10:15:04 F         Date Purchased       Where Purchased       Accessories       Original Owner       SPORTS SOUTH INC       U         Ammunition Information - None Defined       Other Products Information - None Defined       Settlement       Cash       Reim. Date       Cash       APV       APV         Settlement       Release of Claims       Release Date       Reimbursement       Cash       APV       APV       APV         12/15/10       Emailing ARS.cm       Image: Content Co		-	Codes	F	Repair Est. Medic	al Treatment M	edical Status	
Mfg. RemingtonType CF/BAModel/Ga. 700/ 27514SkU 27514Serial G6321912Bbl. 5/30/2003 10:15:04 F 5/30/2003 10:15:04 FDate Purchased SPORTS SOUTH INCAccessories UOriginal Owner UU5/30/2003 10:15:04 F 5/30/2003 10:15:04 FAmmunition Information - None Defined Other Products Information - None Defined SettlementUUEmington/700/CF/BASettlementRelease of ClaimsRelease DateReimbursementCash SettlementCash 	PD       Cause:4079       Other - Unexamined       Unknown         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							
Remington       CF/BA       700/       27514       G6321912       5/30/2003 10:15:04 F         Date Purchased       Where Purchased       Accessories       Original Owner       0       5/30/2003 10:15:04 F         Date Purchased       Where Purchased       Accessories       Original Owner       0       5/30/2003 10:15:04 F         Date Purchased       Where Purchased       Accessories       Original Owner       0       0         Ammunition Information - None Defined       U       U       0 <td>Firearm Information</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Firearm Information	1						
Other Products Information - None Defined Settlement Remington/700/CF/BA Settlement Release of Claims Release Date Reimbursement Cash Settlement APV APV Repair/Replacement Repair/Replacement Cost Date 12/15/10 Emailing ARS.cm	Remington	CF/BA Where Purchased	700/	27514 Original Ov	G6321912			
Settlement       Release of Claims       Release Date       Reimbursement       Cash Settlement       Reim. Date       Cash D APV         Repair/Replacement Cost       Repair/Replacement Date       12/15/10 Emailing ARS.cm	Other Products Information - None Defined							
Settlement     Release of Claims     Release Date     Reimbursement     Settlement     APV       Repair/Replacement     Cost     Date       12/15/10 Emailing ARS.cm			Remingt	on/700/CF/BA			<b>a</b> 1 <b>b</b> .	
12/15/10 Emailing ARS.cm		r/Replacement Repa	ir/Replaceme		sement		Cash Date APV	
Examination[Remington/CF/BA]	12/15/10 Emailing ARS.cm							
Part Sub-Part Code Comment	Part	Sub-Part		Code		Comment		

\*\*\*\*\*Internal Use Only\*\*\*\*\* 700 Log Sheet – 2010 CNBC Story

Polistin Date:

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CSR:

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

\_ Angry at Remington

\_\_Supportive of Remington

\_ Anery 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

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

<u>has not experienced a problem but wants firearm inspected (fill out address) send to an RARC</u>

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).

NO had it a long time 2 sept times Fired when closing bilt Did they agree to return it to the factory? Droid Consumer Name: JUANUMERS LAC Address: 120 72 05 Phone: 2003 Conalli gunrumersine @grashcon Serial #: \*\*\*Send an ARS label\*\*\* Comments: Confidential 10/19/10 Remington

PS 12774





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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 OHEOK ONE:			
MEDIA	****		
COORDINATOR	Email to him at:		
TO MAIL	gunrunnersinc@gn	<u>nail.com</u>	
DESCRIPTION:			
	700		
	G6321912		

## 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

DEC 16, 2010 ALL CURR USD ACT WT 10.0 LBS 1 OF 1 4XX596 SVC GNDCOM TRACKING# 124XX5969067799794 REF 1:GUNRUNNERS/CD/CM REF 2:700/G6321912 HANDLING CHARGE 0 00 SVC T/P USD SINGLE-PIECE PUB RATE CHRGS: RS 1.00 COD 0.00 DV 0.00 DC 0.00 SD 0.00 0.00 DGD SP 0.00 0.00 AH 0.00 TOT PUB CHG 9.95 PR 9,95 PUB+HANDLING

gunrunnersinc@gmail.com