

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/20/2010		12/18/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Beam	1400 N 16th St	Murray	KY	42071		H 502-836-7278

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				

12/20/10 Per call from Beam, he was on a hunting trip this weekend, after hunting Saturday, at 9 pm he was unloading and cleaning his rifle in side the hotel. He put the bolt back in and it fired shooting a hole in the door. He is awaiting an estimate from the hotel on replacing the door but they initially said it would be about \$1000.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	27267	S6745623		9/14/2010 1:47:59 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT CENTER, INC		Y			

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

700 Log Sheet - 2010 CNBC Story

Date: 12/20/10 CSR: PM

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).

Did they agree to return it to the factory? YES NO

Consumer Name: Wm. Beam

Address: 1400 N. 11th St

Purcell KY 42071

Phone: 502-836-7278

Serial #: 56745623

Send an ARS label Y

Comments:

ARS

*new rifle
on hunting trip
unloaded gun, cleaned,
put bolt back
went through door in
hotel, \$1000 estimate*

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			
S6745623			

LABEL INFORMATION

MAIL LABEL TO:	William Beam 1400 N 16th St Murray, KY 42071
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 GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969067302480
REF 1: WILLIAM BEAM/CD/CM
REF 2: 700/S6745623

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:			
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 8.78	PUB+HANDLING		8.78