

Remington Arms Co., Inc.

Product Service

Legal Case #:5351

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/8/2010	12/20/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Hannah's Body Shop	Mike	Hannah						W 304-854-2300

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	Fired without pulling trigger Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				

12/8/10 Per call from Hannah, he just bought a 700 SPSS on 12/6 and he said that he fired 3 rounds and on the 4th round chambered, he had his hand on the trigger but did not pull it yet and it fired. Then it would not eject the brass. He was shot by a .22 round many years ago and is scared of this rifle now. He is leaving for a bear hunt on Mon 12/13 which is why he bought this rifle.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27271	S6745430		9/8/2010 9:49:24 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/6/2010	GANDER WAREHOUSE #1/Leban		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replacing with new rifle, same model						
	Repair/Replacement Cost	Repair/Replacement Date				
	222.00	12/8/2010				

12/8/10 Sending a replacement to Gander Mt on a SNC order to try and get it to him for his hunt Monday 12/13. Gander will ship original rifle back to Ilion tomorrow and send me the tracking info tomorrow.cm 12/20/10 Replacement sent under order # 1166848.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Requestor/Approver Provided Information

Requestor Name	Christy Mitchell	Date of Request	12/8/2010
Requestor Phone	8684	Purchase Order #	S6745430

Agency	
Principal	
Approval:	Date of Approval

Director of Sales Approval: [Signature] Date of Approval 12/8/10

TO: CUSTOMER SERVICE - SNC Rep

Customer Service Comments

Only to be completed by Cust Service

Date Received

Date Processed

Rem Order #

Ship To: Gander Mt
2600 Mountaineer Blvd
Charleston, WV 25309

Mark For: Owner: Joe Flowers

Requested Delivery Date:

Special Instructions (processing, shipping, notification, other etc.)

Shipping Approval if Required	
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[illegible]

Grand Total

SNC Reason / Customer:

Case 5351: Replacement for same model 700 SPSS 7mm Mag.

Must be completed for Processing to Occur

Reasons for SNC	Check One
Advertising/Promotion	
Country Store	
Donation to IRC Sec 501 'c) (3) org	
Field/Pro Staff	
Gifts	
Outdoor Writer	
Product Testing	
Replacement Goods for Defective Product	X
Sample Allowance for Reps	
Tournament/Shoot	
Gallery	
Employee Stores	
Other - _____	

[illegible]

Kati, If possible,
can you enter this
today for me? 12/9/10
He needs it deliv.
by Mon. Will it
get there TN to WV
in that time, normal
ground shpg.? Christy

FedEx Ship Manager - Print Your Label(s)

Page 1 of 1



Shipment Receipt

Address Information

Ship to:

ATTN: Repairs
Remington Arms
14 Hoefer Ave

ILION, NY
13357
US
1111111111

Ship from:

Receiving Lead
Gander Mountain Company
2600 Mountaineer Boulevard

South Charleston, WV
25309
US
3047466130

Shipping Information

Tracking number: 054140815001906

Ship date: 12/10/2010

Estimated shipping charges:

Package Information

Service type: FedEx Ground

Package type: Your Packaging

Number of packages: 1

Total weight: 10LBS

Declared value: 700.00USD

Special Services: Direct signature required

Pickup/Drop-off: Use an already scheduled pickup at my location

Billing Information

Bill transportation to: 240 South Charleston-666

Your reference: joe 3047466130

P.O. no.:

Invoice no.:

Department no.:

Attention
Christy
Mitchell

Thank you for shipping online with FedEx ShipManager at fedex.com.

Please Note

FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$500, e.g., jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits. Consult the applicable FedEx Service Guide for details.

The estimated shipping charge may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions, and other factors. Consult the applicable FedEx Service Guide or the FedEx Rate Sheets for details on how shipping charges are calculated.

sch. del. 12/14/10



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ATTN: Repairs
Remington Arms
14 Hoefer Ave

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13357
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Receiving Lead
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Billing Information

Bill transportation to: 240 South Charleston-656

Your reference: Joe 3047466130

P.O. no.:

Invoice no.:

Department no.:

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FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$500, e.g., jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits. Consult the applicable FedEx Service Guide for details.

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700 Log Sheet - 2010 CNBC Story

5351

Date: 12/8/10 CSR: CM

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

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

Charleston WV

Consumer Name: Mike Hannah

Address: Hannah's Body Shop

Phone: 304-854-2300

Serial #: S6745430 9/10

Send an ARS label

N

Comments:

Gander Arts SPS-700

4th time fired, hand on trigger but he did not pull it. Then it wouldn't eject the shell

Joe Flowers - gunsmith

304-746-6130

300 W 5th

27271
108 Blocked