

Remington Arms Co., Inc.

Product Service

Legal Case #:5158

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|-----|-------------|-----------------|-------------|---------------|---------|-----|----------|
| | | 11/18/2010 | | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|--------------------|---------|-------|-------|-----|-------------------------|
| Incident | | Bobby | McCreary | 1654 Old Seneca Rd | Central | SC | 29630 | | E mccreary519@yahoo.com |

Incident Information

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

11/22/10 Per email sent to Remington.com, incid # 101108-000243, "I bought a model 700 adl ss (serial number-S6732204) in late september. This past weekend while push the safty to fire the gun went off. I have since tried to make it do this again with no luck. The safty was very hard going to fire position when the gun went off."cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|-------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 700/ | 85437 | S6732204 | | 6/11/2010 8:01:42 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | DICK S SPORTING GOODS/ATL | | Y | | | |

ADL SS

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 | | | | |

11/22/10 Mailing ARS.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|---------|
|------|----------|------|---------|

| |
|---|
| Reference # 101108-000243 |
| Status Updated |
| Assigned To Administrators Christy - |
| Product Accessories |
| SLA Not specified |
| Queue CSR |
| Date Created 11/08/2010 10:11 PM |
| Initial Response 11/16/2010 10:23 PM |
| Last Updated 11/18/2010 06:11 PM |
| Customer SmartSense 0 (on -3 to +3 scale) |
| Staff SmartSense +1 (on -3 to +3 scale) |

Model 700 problem

5158

Discussion Thread**Customer (bj mcreary)**

11/18/2010 06:11 PM

My address is 1654 old seneca road central SC 29630. How long is the turn around time? This is my daughter one and only hunting gun. I will be out of town until the 29th. I can send as soon as I get home.
Thanks for your help,
Bobby McCreary

From: Remington Information
To: mcreary519@yahoo.com
Sent: Tue, November 16, 2010 10:23:20 PM
Subject: Model 700 problem [Incident: 101108-000243]

Response (Christy -)

11/16/2010 10:23 PM

Mr. McCreary, I apologize for the delay in responding. I can send you a prepaid UPS ground shipping label for shipment to our factory for a free inspection. Send me the address to mail it to as well as the address the rifle would need to ship back to.

Customer (bj mcreary)

11/08/2010 10:11 PM

I bought a model 700 adl ss (serial number-S6732204) in late september. This past weekend while push the safty to fire the gun went off. I have since tried to make it do this again with no luck. The safty was very hard going to fire position when the gun went off. Please advise
Thanks,
Bobby McCreary

Primary Contact

First Name: bj
Last Name: mcreary
Organization:
Login: mcreary519@yahoo.com
Title:
Contact Type:
Email: mcreary519@yahoo.com

Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

S6732204



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|--------|---|---------|
| DATE: | 18-Nov | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL | | I WILL MAIL xx | |
| DESCRIPTION: <div style="text-align: center;">700</div> | | | |

LABEL INFORMATION

| | |
|-----------------|---|
| MAIL LABEL TO: | Bobby McCreary 1654 old seneca road central SC 29630 |
| RETURN ITEM TO: | Rem Prod Serv |

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

4XX596 NOV 19, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066179821
REF 1:BOBBY MCCREARY/CD/CM
REF 2:700

| | | | |
|------------------------------|--------------|-------------|--|
| HANDLING CHARGE 0.00 | | SVC T/P USD | |
| SINGLE-PIECE PUB RATE CHRGs: | | | |
| 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 8.74 | PUB+HANDLING | 8.74 | |