

Remington Arms Co., Inc.
Product Service
Legal Case #:5713

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/19/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James E	Wall	PO Box 981	Tellico Plains	TN	37385		H 423-519-3266

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				

1/19/11 Per call from Wall, he bought his 700 about 15 years ago 2nd hand. He was out hunting and when coming back in it was raining and sleeting so he got in his truck to unload the rifle. He pushed the safety off it fired and shot his brake lines and air conditioner. He was able to do it 3 more times but hasn't been able to since. He has never had the gun apart. He has the truck in for repair and bought the condenser 2nd hand for them to put in. He thinks it will cost about \$400.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250	25825	B6540702		
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC 71115		N			

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
	Repair/Replacement Cost	Repair/Replacement Date				

1/19/11 Mailing ARS. Told him to send pictures of damage to truck and repair receipt when he ships the rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/19/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<input checked="" type="checkbox"/> PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	James E. Wall PO Box 981 Tellico Plains, TN 37385
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 JAN 20, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065663648
REF 1: JAMES E WALL/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
CV 0.00 COD 0.00 RS 0.50
DC 0.00 DCD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.36 PUB+HANDLING 9.36

700 Log Sheet -- 2010 CNBC Story

Date: 1/19/11 CSR: CM 5713

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

Consumer Name: James E Wall

Address: PO Box 981

Tellico Plains TN 37385

Phone: 423-519-3265

Serial #: B 6540702 1985

Send an ARS label

Comments:

ARS

*raining & sleeting so
he got in the truck
to unload it.*

*15 yrs. 2nd hand
700 22-250 FSR
Able to do it 3 more
times
1st time it happened.
Shot broke lines,
air condition
- never had gun apart,
bought condenser 2nd hand*