

Remington Arms Co., Inc.
Product Service
Legal Case #:5596

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220358	1/24/2011	1/10/2011	1/25/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Cunningham	117 St Annes Dr	Benton	AR	72015		H 501-778-9056 E jicunningham3536@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Fires when closing bolt Concern:1008 Fired on Bolt Closing		Unknown	
C				

1/10/11 Per email sent to Remington.com, incid # 101206-000086, "i have a remington model 700, 30-06 that is like a year old. when you close the bolt ,but not all the way closed the trigger will fall,but not hard enough to shoot the shell in the chamber. the gun is pristine,undamaged, and clean. i would like to talk to someone about this.i have stopped using the gun this season because of this malfunction. please contact me at 5017789056 or 5017765384."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	G6658917	KB	5/15/2007 10:29:07 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	TWO PIECE BASE	U			

CONCERN:FBC

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
Per Hion, check over, clean, test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	27.00	1/30/2011				

1/10/11 Emailed letter and will email ARS label.cm 1/30/11 Per Hion, trigger assem functions as designed. Check over completely, clean, test fire at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	APPEARS CUST IS TRYING A FUNCTION NOT RECOGNIZED AS A VALID TEST OR OPERATION OF THIS FIREARM. IF THE BOLT IS PARTIALLY CLOSED WITH THE SAFETY ON THE FIR PIN WILL NOT FALL ONLY WHEN THE SAFETY IS OFF THE FIR PIN FALLS, WHICH IS A NORMAL FUNCTION.
	Description		24" 3006 SPR
	Date Code		KB

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SOME DIRT AND DERRIS UNDER STOCK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	LOI2
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

24"
KBS/07
4.5#
1012

5596

January 10, 2011

Jeff Cunningham
117 St. Annes Dr
Benton, AR 72015

Subject: #5596, Model 700

Dear Mr. Cunningham,

Thank you for your patience. You should receive another email from me soon that will have the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. This letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

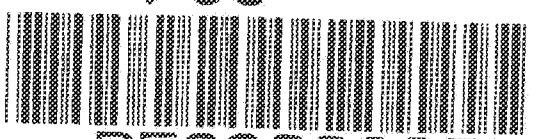
Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684

Serial Number:

G6658917

Model: 700



RE00220358

T.A. functions as designed.
check over completely, clean
& TEST fire at 14/C
warranty

RECEIVED
JAN 27 2011

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025--
Phone 800-243-9700 • www.remington.com

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: jeff

Last Name: cunningham

Email: jcunningham3536@yahoo.com

Address 1: 117 st. annes dr.

Address 2:

Telephone: 501-778-9056

City: benton

State: ark

Zip Code: 72015

Country: saline

Comments:

i have a remington model 700, 30-06 that is like a year old. when you close the bolt ,but not all the way closed the trigger will fall,but not hard enough to shoot the shell in the chamber. the gun is pristine,undamaged, and clean. i would like to talk to someone about this.i have stopped using the gun this season because of this malfunction. please contact me at 5017789056 or 5017765384,jeff, thanks

Question Reference #101206-000086

Product Level 1: Firearms

Date Created: 12/06/2010 01:41 PM

Last Updated: 12/07/2010 10:23 PM

Status: Waiting

----- We hope that this information will be helpful to you.
If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/>
REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----
----- [---001:001914:47084---]

Reference #
101206-000086

Status
Solved

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
12/06/2010 01:41 PM

Initial Response
12/07/2010 10:23 PM

Last Updated
12/11/2010 03:27 AM

Date Closed
12/11/2010 03:27 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.**Discussion Thread**

Response (Christy -)

12/07/2010 10:23 PM

Jeff, I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address and the serial number of the rifle.

Sincerely,
Christy Mitchell

Customer (Joseph P)

12/06/2010 01:41 PM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: jeff

Last Name: cunningham

Email: jcunningham3636@yahoo.com

Address 1: 117 st. annes dr.

Address 2:

Telephone: 501-778-9056

City: benton

State: ark

Zip Code: 72015

Country: saillie

Comments:

i have a remington model 700, 30-06 that is like a year old. when you close the bolt ,but not all the way closed the trigger will fall, but not hard enough to shoot the shell in the chamber. the gun is pristine, undamaged, and clean. i would like to talk to someone about this. i have stopped using the gun this season because of this malfunction. please contact me at 5017789056 or 5017785384 jeff, thanks

Primary Contact

First Name: Joseph

Last Name: P

Organization:

Login: qMneUrSiN8RiA

Title:

Contact Type:

Email: j-panici@wiu.edu

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (515)996-6635

Street

City

State/Province

Postal Code

Country

Additional Information

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/10/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA		XX	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Jeff Cunningham 117 St. Annes Dr Benton, AR 72015
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RETURN ITEM TO: Remington Product Service

4XX555 JAN 10, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4X55369066026290
REF 1:JEFF CUNNINGHAM/CD/CM
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DV 0.00	COD 0.00	SD	0.00
DC 0.00	DDO 0.00	SP	0.00
AM 0.00	PR 0.00	PUB+HANDLING 9.49	
TOT PUB CHG 9.49			

Dodson, Cathy

From: Mitchell, Christy
Sent: Monday, January 10, 2011 1:24 PM
To: Dodson, Cathy
Subject: Cunningham - I need this one today please, thanks!
Attachments: Untitled (7)-(4).xls

RETURN SERVICE
CUSTOMER RECEIPT

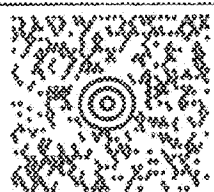
SHIP TO:
REMINGTON ARMS
PRODUCT SERVICES
14 HOFER AVE.
ILION NY 13357

SHIP TO:
REMINGTON ARMS
PRODUCT SERVICES
14 HOEFLER AVE.
ELIOT, NY 13357

CUSTOMER SERVICE
800-782-6877

PACKAGE CONTENTS: Firearms

REF 1: JEFF CUNNINGHAM/CD/CM
REF 2: 700

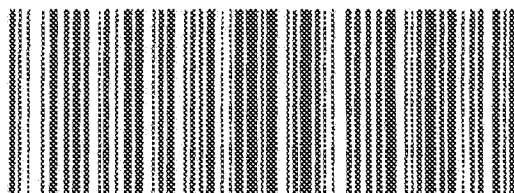


NY 135 0-01



UPS GROUND

TRACKING #: 17 4XX 596 90 6602 6298



BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICE

REF 1: JEFF CUNNINGHAM/CD/CR
REF 2: 700

US 42,317

LFZ443 CS.DR 10/2013

[illegible]

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are released from the attached label whenever you return any of the following goods to the extent of the goods to be returned. UPS and its customers: there is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collects the goods on behalf of its customer and accepts no liability whatsoever to you for any loss or damage to the goods, or any delay or failure to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

LOS ANGELES

194: 12 428 235 90 3007 0200



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