

Remington Arms Co., Inc.
Product Service
Legal Case #:6544

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		9/7/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	The Goddard Gunnery		The Goddard Gun	20410 W. Kellogg Dr	Goddard	KS	67052		W 316-794-3333 F 316-794-8736 E gunnery@earthlink.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4079 Other - Unexamined Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	

9/7/11 Per call from dealer, his customer states that this rifle has fired twice since March 2011 without touching the trigger. The first time it fired when releasing the safety. The second time it fired when the tripod was bumped.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	26269	E6738739		4/28/2001 12:57:52 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		U			

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				

9/7/11 Faxing ARS to dealer.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:	9/7/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	The Goddard Gunnery 20410 W. Kellogg Dr Goddard, KS 67052 316-794-3333
RETURN ITEM TO:	Rem Prod Serv Case # 6544

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

4XX596 SEP 7, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066653791
REF 1: THE GOODARD GUNNERY/CD/CM
REF 2: 700/CASE # 6544

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
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 10.31 PUB+HANDLING 10.31



September 7, 2011

The Goddard Gunnery
20410 W. Kellogg Dr
Goddard, KS 67052

Subject: Case # 6544, Model 700

Thank you for your patience. Following is 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. **The 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 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
christy.mitchell@remington.com

enclosure

THE GODDARD GUNNERY
(316) 794-3333
20410 W KELLOGG DR.
GODDARD KS 67052

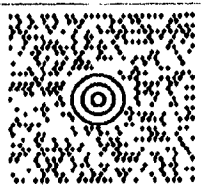
10 LBS

1 OF 1

RS

SHIP TO:

REMINGTON ARMS COMPANY
PROD. SERVICE DEPT.
14 HOEFLER AVE.
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6665 3791



BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICE

REF 1:THE GODDARD GUNNERY/CD/CM
REF 2:700/CASE # 6544

WS 12 0.17

LP2442 18.0A 07/2011



WE NOTICE ON REVERSE regarding UPS terms and notice of limitation of liability. Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. If required from the U.S. shipper certifies that the commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Shipment contrary to law is prohibited.

1 OF 1

RETURN SERVICE
CUSTOMER RECEIPT

SHIP TO:
REMINGTON ARMS COMPANY
PROD. SERVICE DEPT.
14 HOEFLER AVE.
ILION NY 13357

CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: Firearms

REF 1:THE GODDARD GUNNERY/CD/CM
REF 2:700/CASE # 6544

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS
This document is a receipt only and you are named on the attached label/document exclusively for identification purposes. The contract of carriage is between UPS and its customer. 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 or anyone other than its customer for any loss, delay, or damage to goods resulting from negligence or any other cause.

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

UPS GROUND

TRH: 1Z 4XX 596 90 6665 3791



WE NOTICE ON REVERSE regarding UPS terms and notice of limitation of liability. Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. If required from the U.S. shipper certifies that the commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Shipment contrary to law is prohibited.

TRANSMISSION VERIFICATION REPORT

TIME : 09/07/2011 16:08
NAME :
FAX : 3365487823
TEL :
SER.# : BRJC0J148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

09/07 16:07
13167948736
00:01:39
04
OK
STANDARD
ECM

Remington®

FACSIMILE TRANSMITTAL SHEET

To: _____ Date: 9/7/11
Company: The Goddard Gunney From: _____
Fax No.: 316-794-8736 Fax No.: _____
Phone No.: _____ Phone No.: _____

Number of pages including Cover Sheet: _____

COMMENTS:
