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					Produ	Arms Co., Inc. ct Service Case #:5042			·			
Case Infor	mation				0							
RE#	RE# Date Opened		Date Opened(PS) 11/9/2010			Date Closed 11/7/2011		Incident Date I		Pre Lit Lit Obsolete		
Customer	Information											
Туре	Business	First Name	e Last N	ame	Street	City	State	Zip	Age		Con	tact
Incident		Russell	Gunt	er	PO Box 433	3 McCammon	ID	83250				21-4683 pocatello.us
Incident Ir	nformation											
Claims			Codes			Repair Est.	Me	dical Tr	eatmen	it	Med	ical Status
PI												
PD		Cause:4079 Other - Unexamin					Unknown					
			B Fired on Bolt Closing									
C FBC	-											
Customer	sent in an en	nail. He stated	that last yea	ar his rif	le fired twice	e when he closed th	e bolt. df					
Firearm In	formation											
М	lfg.	Туре Мо		Mo	odel/Ga. SKU		Serial		Bbl. D		DO	ЮМ
Remi	ington	CF/BA		700/300 RUM		26099	S634	49477		8/30/	1999 11	:22:24 AM
Date Purchased		Where Purchased ALL SPORTS LLC		Ace	essories	<b>Original Owner</b> U						
Ammuniti	on Informati	ion - None Del	ined	<b></b>		9 9 - 9			••••			
Other Proc	tucts Inform	ation - None I	)efined									
Settlement	ţ											
					Remingto	n/700/CF/BA						
Settlemen	t Relea	se of Claims		Release	Date	Reimbursement	Cash Se	ttlemen	t Reim	. Date A	APV Ca	ash Date APV
	Repair/R	eplacement C	ost Repair	/Replac	ement Date							
11/9/10: S	ending ARS	, ltr, form. df l	1/7/11 Not	sent for	inspection.cr	m						
Examinati	on[Remingto	on/CF/BA]										
T T	 'art		Sub-Pa	rt		Code				Comm	ent	
	u1t	ji	540-1 d			Cour				Comm	- III	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5042&Type=Case

11/7/2011

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11/04/2010 10:12 PM

Reference # 101104-000130	700 trigger
Status Updated	Discussion Thread Customer (Russell Gunter) 11/07/2010 12:42 AM
Assigned To Administrators Dell -	My serial # is S6349477 it is a 300 RUM. Russell Gunter P.O. Box 433
Product Ammunition	Mccammon ID 83250 Phone (208) 221-4683
SLA Not specified	Also I was looking into have a new barrel put on this gun for improved accuracy. Do you have a custom shop that could fix the trigger problem and put a Sendero barrel in the same caliber on the action? If so what would it cost me?
Queue CSR	Thanks Russ
	From: Remington Information [mailto:info@remington.com]
Date Created 11/04/2010 10:12 PM	Sent: Friday, November 05, 2010 3:23 PM Tai Cuntar, Buggall
Initial Response 11/05/2010 05:23 PM	To: Gunter, Russell Subject: 700 trigger [Incident: 101104-000130]
Last Updated 11/07/2010 12:42 AM	Response (Dell -)       11/05/2010 05:23 PM         Dear Russ,       We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We
Customer SmartSense 0 (on -3 to +3 scale)	would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are
Staff SmartSense	expecting.

+1 (on -3 to +3 scale)

Sincerely, Dell

### **Customer (Russell Gunter)**

My M700 rifle fired twice this year when I was hunting and closed the bolt. I found alot of things showing that this is a big problem. What do I need to do to get this fixed?

Thanks Russ 208-221-4683 rgunter@pocatello.usrgunter@pocatello.us>

#### **Primary Contact**

First Name: Russell Last Name: Gunter Organization: Login: rgunter@pocatello.us Title: Contact Type: Email: rgunter@pocatello.us Email - Alternate #1: Email - Alternate #2: Office Phone: Mobile Phone: Fax:

Assistant Phone: Home Phone: Street

City State/Province Postal Code Country

## Additional Information

Model\_Number: 700



www.remington.com

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

# ARS LABEL REQUEST FORM

DATE:		11/9/2010 REQUESTED E	3Y: Dell
QUANTITY:		1 WEIGHT PER I	PACKA(10 lbs
PLEASE CHECK ON MEDIA COORDINATOR TO MAIL		   WILL MAIL 	XXXXXX
DESCRIPTION:	Ref# 5042 Rifle		

# LABEL INFORMATION

MAIL LABEL TO: Russell Gunter PO Box 433 McCammon, ID 83250 Ph: 208-221-4683

RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY

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

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