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|                |                 |                                   |                              |             | Produ          | Arms Co., Inc.<br>ct Service<br>Case #:5042 |            |                 | ·      |                      |         |                         |
|----------------|-----------------|-----------------------------------|------------------------------|-------------|----------------|---|------------|-----------------|--------|----------------------|---------|-------------------------|
| Case Infor     | mation          |                                   |                              |             | 0              |   |            |                 |        |                      |         |                         |
| RE#            | RE# Date Opened |                                   | Date Opened(PS)<br>11/9/2010 |             |                | Date Closed<br>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<br>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<br>ALL SPORTS LLC |                              | Ace         | essories       | <b>Original Owner</b><br>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            | <br>'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 #<br>101104-000130                 | 700 trigger   |
|--|---|
| Status<br>Updated                            | Discussion Thread Customer (Russell Gunter) 11/07/2010 12:42 AM   |
| Assigned To<br>Administrators<br>Dell -      | My serial # is S6349477 it is a 300 RUM.<br>Russell Gunter<br>P.O. Box 433  |
| Product<br>Ammunition                        | Mccammon ID 83250<br>Phone (208) 221-4683   |
| SLA<br>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<br>CSR                                 | Thanks Russ   |
|  | From: Remington Information [mailto:info@remington.com]   |
| Date Created<br>11/04/2010 10:12 PM          | Sent: Friday, November 05, 2010 3:23<br>PM<br>Tai Cuntar, Buggall   |
| Initial Response<br>11/05/2010 05:23 PM      | To: Gunter, Russell<br>Subject: 700 trigger [Incident: 101104-000130]   |
| Last Updated<br>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<br>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<br>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<br>MEDIA<br>COORDINATOR<br>TO MAIL |                    | <br>  WILL MAIL<br>   | XXXXXX       |
| DESCRIPTION:                                       | Ref# 5042<br>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

| La Cartana (Cartana)<br>An Angalana<br>An Angalana<br>Angalana<br>Angalana<br>Angalana<br>Angalana<br>Angalana                                |                          | ር<br>ር. ይች | 144 | î ûi   |
|---|--------------------------|------------|-----|--|
| ಸ್ಥಾನ್ಯದಲ್ಲಿ ಕ್ರಾರಂ ಸ್ಥಾನಕರಿತೆ ಸಂತಿರ<br>ಸ್ಥಾನ ಕ್ರಾರಂ ಸಂತ್ರೆ ಕ್ರಾಂಕ್ಸ್ ಸಂತಾ<br>ವಿಧಾನ ಸರ್ಕೆ<br>ಸ್ಥಾನ ಕ್ರಾಂಕ್ಸ್<br>ಸ್ಥಾನ ಕ್ರಾಂಕ್ಸ್ ಕ್ರಾಂಕ್ಸ್ ಸ್ಥ | ್ಷಲ್ಕ<br>ನ ನಿ<br>ವು ತಾರಿ | vi•        | 2   | 1997<br>1997<br>1998<br>1998<br>1999<br>1999 |