

Remington Arms Co., Inc.
Product Service
Legal Case #:2977

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/15/2008		12/14/2008			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ed	Eller	4125 SW Gage Center Dr	Topeka	KS	66605		W 785-228-5302

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD damaged truck	Cause:4079 Other - Unexamined			
S fired on closing bolt	Concern:1008 Fired on Bolt Closing		Unknown	
C				

12/15/08 He closed the bolt yesterday on his rifle and it fired. The bullet went through the dash of his 2004 GMC Envoy and hit the electrical relays and lodged into a bolt in the steering column. He is not the orig owner and it has the bolt lock safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA				1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

Ammunition Information

Mfg.	Type	Cal/Ga.	SKU	UPC	DOM	Mfg. Code
Federal	/160					P7RA
Concern	Other	Factory	Reload			
0:		Y	N			

7 mm Magnum Nosler Accubond

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				

12/15/08 Sending ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Case #	2977	Date of Call	6/15/08	Date of Incident	6/14	PreLit		Lit		Obs	
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Reporter name		Incident name	Ed Eller
address		address	4125 SW Gage Center Dr
contact #'s		contact #'s	Topeka KS 66605
email		email	785-228-5302

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
		2mm Rem		No				older

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info
		Fed Rem		160		Wosler Accubond. P7RA

Other Product	
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Notes:	<p>rifle fired when he closed bolt.</p> <p>2004 GMC Envoy - bullet through side of dash & hit electrical relays, lodged into bolt in steering column.</p> <p>Has bolt lock safety.</p> <p>He's a safety officer.</p>
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Customer's Request	
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My actions/offers	ARS
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December 17, 2008

Ed Eller
4125 SW Gage Center Dr
Topeka, KS 66605

Subject: #2977, Model 700

Dear Mr. Eller,

I am sorry to learn about the unfortunate incident you experienced with the Model 700. As I mentioned, enclosed is a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. **I have also included a copy of this letter to put inside the shipping container. 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 box with "Supry". Fred Supry will be inspecting the firearm and will contact me with the results.

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
Remington Arms Company

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure

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

Dodson, Cathy

From: Mitchell, Christy
Sent: Wednesday, December 17, 2008 12:31 PM
To: Dodson, Cathy
Subject: FW: Need an ARS

Cathy, I didn't get this one yet. Can you check on it for me? Thanks

From: Mitchell, Christy
Sent: Monday, December 15, 2008 2:00 PM
To: Dodson, Cathy
Cc: Help Desk
Subject: Need an ARS

Cathy, My Outlook is offline so I'll send these requests by email instead of on the form until it's fixed.

Please send an ARS to the following for a Model 700, 10 lbs., to Product Service.

Ed Eller
4125 SW Gage Center Dr
Topeka, KS 66605

Christy Mitchell
Consumer Affairs Administrator
Remington Arms, Inc
PO Box 700
870 Remington Dr
Madison, NC 27025
800-243-9700, ext 8684
fax: 336-548-7784
christy.mitchell@remington.com

4XX596 DEC 17, 2008 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066980446
REF 1: ED ELLER/CM
REF 2: REF#700

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 DG 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.57 PUB+HANDLING 8.57

12/17/2008

BARBER - Kinzer PPS GAL RE0008699

PS 09618