

BARBER - Kinzer PPS GAL RE 0010439

Remington Arms Co., Inc.

Product Service

Legal Case #:5463

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/17/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Lonnie	Daley	413 W Main St	Eagle Lake	TX	77434		W 800-918-7232

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	hole in friends camper	Cause:4079 Other - Unexamined		
S	Fired on closing bolt	Concern:1008 Fired on Bolt Closing	Unknown	
C				

12/17/10 Per call from Daley, he is the original owner and when hunting this weekend he was unloading and he got to the last round and closed the bolt on it before extracting and it fired. He shot a hole in his friends camper trailer.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6493938		10/5/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW		Y			

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				

12/17/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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700 Log Sheet - 2010 CNBC Story

5463

Date: 12/16/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

My Copy

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: Lonnie DaleyAddress: 413 W Main StEagle Lake TX 77434Phone: 800-918-7232Serial #: E6493938 . 270 '98

Send an ARS label

Comments:

has a box

about new
TX
700 hunting this weekend
Unloading & got to last shell
pushed bolt to cock & it fired
shot hole in friends
camper trailer

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/17/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: Lonnie Daley 413 W. Main St Eagle Lake, TX 77434
RETURN ITEM TO: Rem Prod Service

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

4XX596 DEC 17, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969067590044
 REF 1: LONNIE DALEY/CD/CM
 REF 2: 700

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AM 0.00	PR 0.00	SD 0.00
TOT PUB CHG 10.54		SP 0.00
	PUB+HANDLING	10.54