FrindbackBER - Kinzer PPS GAL RE 0010530 Page 1 of Remington Arms Co., Inc. Product Service Legal Case #:5391 Case Information RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolere 12/10/2010 Customer Information Type Business First Name Last Name Street City State Zip Age Contact Incident Robert Dillon 737 Danver Ln Beech Grove IN 46107 E bobdillon@mac.com Incident Information Claims Codes Repair Est. Medical Treatment Medical Statu PD Clause:4079 Other - Unexamined Unknown S Fired on closing Concern:1008 Fired on Bolt Closing Unknown C 12/10/10 Per email to Remington.com, incid # 101207-000145, "I was recently given a model 700 in .30-06 by my Dad. He hadri used it none 20 yeas. As I was cleaning the rife, I noticed that it seems to fire every so often when I slide the bolt home and lock it. Do you know if this is a reported issue with this rifle, and any ideas how much it would cost to repair? If d like to take it to the range, but if it fires now and then when I'm locking the bolt, I'd rather just keep it unloaded and locked u until I hear from you."cm Firearm Information Mfg. Type Model/Ca. SKU Serial Bbl. DOM Mfg. Type Model/Ca. SKU Serial Bbl. DOM APV APV<	Frint BA	REER-K	inzer PPS	GAL RE 001	10530				Page 1 of 1	
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12/11/2010

ূণcident - 101207-000145 - Model 700 Question BARBER - Kinzer PPS GAL RE 0010531

Model 700 Question

101207-000145 Status Updated Assigned To Administrators Christy -Product Firearms SLA Not specified Queue CSR

Reference #

1

Date Created 12/07/2010 11:27 PM

Initial Response 12/10/2010 10:46 PM Last Updated

12/10/2010 11:11 PM

Customer SmartSense +1 (on -3 to +3 scale)

Staff SmartSense 0 (on -3 to +3 scale) Discussion Thread Customer (Robert Dillon) Hello Chris, thanks for the reply. My address is : Robert Dillon 737 Danver Lane Beech Grove, IN. 46107 -Bob

On Dec 10, 2010, at 10:46 PM, Remington Information info@remington.com wrote:

Response (Christy -)

Mr. Dillon, I apologize for the delay in responding. Send your address and I will mail a prepaid UPS ground shipping label to have the rifle come in for inspection. Afterward we will put it on hold and contact you before any work.

Customer (Robert Dillon)

12/07/2010 11:27 PM

12/10/2010 10:46 PM

Hello, I was recently given a model 700 in .30-06 by my Dad. He hadn't used it in some 20 years. As I was cleaning the rifle, I noticed that it seems to fire every so often when I slide the bolt home and lock it. Do you know if this is a reported issue with this rifle, and any ideas how much it would cost to repair?

I'd like to take it to the range, but if it fires now and then when I'm locking the bolt, I'd rather just keep it unloaded and locked up until I hear from you.

Thank you! Robert Dillon Indianapolis, IN bobdillon@mac.com

Primary Contact

First Name: Robert Last Name: Dillon Organization: Login: bobdillon@me.com Title: Contact Type: Email: bobdillon@me.com Email - Alternate #1: Email - Alternate #2: Office Phone:

Mobile Phone: Fax: Assistant Phone: Home Phone:

Street City State/Province

Postal Code Country

Additional Information

Page 1 of 1

12/10/2010 11:11 PM

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Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/11/2010	REQUESTED BY:	christy	
QUANTITY:	1	WEIGHT PER PAC	KAGE:	10
PLEASEICHECKONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	xxx	
DESCRIPTION:				
	700			

LABEL INFORMATION

MAIL LABEL TO:	Robert Dillon 737 Danver Lane Beech Grove, IN. 46107
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RETURN ITEM TO	: Rem Prod Serv

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

 4XX595
 DEC 13, 2010
 ALL CURR USD
 1 OF 1

 SVC GNDCOM
 ACT WT 10.0 LBS
 10F 1

 TRACKING# 124XX59690673693855
 REF 1:ROBERT DILLON/CD/CM
 REF 2:700

 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS:
 SVC T/P USD

 DV 0.00
 COD 0.00
 RS 0.50

 DC 0.00
 DCD 0.00
 SD 0.00

 AH 0.00
 PR 0.00
 SP 0.00

 TOT PUB CHG 8.20
 PUB+HANDLING 8.20