

Remington Arms Co., Inc.
Product Service
Legal Case #:5042

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/9/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Russell	Gunter	PO Box 433	McCammon	ID	83250		H 208-221-4683 E rgunter@pocatello.us

Incident Information

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

Customer sent in an email. He stated that last year his rifle fired twice when he closed the bolt. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26099	S6349477		8/30/1999 11:22:24 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ALL SPORTS LLC		U			

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				

11/9/10: Sending ARS, ltr, form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101104-000130

Status
Updated

Assigned To
Administrators
Dell -

Product
Ammunition

SLA
Not specified

Queue
CSR

700 trigger

Discussion Thread

Customer (Russell Gunter)

11/07/2010 12:42 AM

My serial # is S6349477 it is a 300 RUM.

Russell Gunter

P.O. Box 433

Mccammon ID 83250

Phone (208) 221-4683

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?

Thanks Russ

From: Remington Information [mailto:info@remington.com]

Sent: Friday, November 05, 2010 3:23

PM

To: Gunter, Russell

Subject: 700 trigger [Incident: 101104-000130]

Date Created
11/04/2010 10:12 PM

Initial Response
11/05/2010 05:23 PM

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 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 expecting.

Sincerely,
Dell

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

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

Customer (Russell Gunter)

11/04/2010 10:12 PM

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

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 11/9/2010

Remington.

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 BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I 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 TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 10, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969066500428
 REF 1: RUSSELL GUNTER/CD/DMF
 REF 2: 5042/RIFLE

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 11.74
TOT PUB CHG 11.74	