

Remington Arms Co., Inc.
Product Service
Legal Case #:4935

BARBER - Kinzer PPS GAL RE 0011812

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|-----|-------------|-----------------|-------------|---------------|---------|-----|----------|
| | | 11/2/2010 | | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-----------------------|-------------|-------|-------|-----|--|
| Incident | | Ryan | Pearson | 1134 W. Jefferson St. | Brooksville | FL | 34601 | | H 352-796-9604 E ryanbuilt@tampabay.rr.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|-------------------------|---|-------------------|----------------|
| PI | | | | |
| PD | | | | |
| S | Fired when opening bolt | Cause:4079 Other - Unexamined Concern:1020 Fired on Bolt Opening | | Unknown |
| C | | | | |

11/2/10 Per email through the Remington.com site, incident #101027-000053, Pearson has two that have discharged without manipulation of the trigger. One fired when closing the bolt. He had a local gunsmith work on it and it has not happened since. The other fired when opening the bolt. He has not used it since. He saw the CNBC program and is concerned.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|-------------|----------------|--------|------|-----|
| Remington | CF/BA | 700/ | n/a | | | |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | | | 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 | | | | |

11/2/10 Sending 2 ARS and letter by email. Sent response via RightNow.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|---------|
|------|----------|------|---------|

#4935

Reference: BARBER - Kinzer PPS GAL RE 0011813
101027-000053**Status**
Unresolved**Assigned To**
Administrators
Christy -**Product**
Ammunition**SLA**
Not specified**Queue**
CSR**Date Created**
10/27/2010 02:41 PM**Initial Response**
None**Last Updated**
10/29/2010 11:49 AM**Customer SmartSense**
0 (on -3 to +3 scale)**Staff SmartSense**
0 (on -3 to +3 scale)**Discussion Thread****Customer (Ryan Pearson)**

10/27/2010 02:41 PM

Hello, I own several mod 700s. I have at least two that have discharged without manipulation of the trigger. One was a varmit rifle which fired as soon as the bolt was closed, this could be done repeatedly. One of the guys shooting prairie dogs with me was a gunsmith and worked on it on the spot. The other rifle, a titanium .270, went off as I opened the bolt before climbing out of the tree stand. I did not attempt to try it again and just put the rifle away. I am scared to shoot the others. Now after seeing the CNBC special on television I am very concerned about the other rifles. Do you have a program in place to take care of the issues dicussed on the tv show?

Thank you for your time

Ryan Pearson
1134 w Jefferson st
Brooksville FL, 34601
352-796-9604

Primary Contact

First Name: Ryan
Last Name: Pearson
Organization:
Login: ryanbuilt@tampabay.rr.com
Title:
Contact Type:
Email: ryanbuilt@tampabay.rr.com

Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Informationhttp://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=b... 11/2/2010

system froze. pulled back up & it shows response.

101027-000053 - remington - RightNow CRM

Home

New Save Save & Close Forward Print Reset Password Copy Delete Propose Spell Check Expand Info

Commands

Incidents

Default My Inbox 101027-000053

Incident Items

- Notifications
- My Inbox
- Public Incident Views
- Default (default)
- Public Contact Views
- Groups
- Incidents
- My Incidents
- Queues
- Today's Incidents
- Customize List...

Recent Items

- 101027-000053
- 101026-000068
- 101025-000122
- 101026-000048
- 101027-000014
- 101025-000130
- 101025-000039
- 101023-000031
- 101023-000007
- 101022-000200

Quick Search

Search

Incidents

Subject* remington 700

Reference # 101027-000053

Contact* Ryan Pearson

Status* Waiting

Organization Name

Assigned Administrators
Christy

Product* Ammunition

Messages Details Organization Contacts Session (0) Attachments Audit Log

☒ Send On Save ☐ SmartAssistant ☐ Search Knowledgebase ☐ Standard Text A+ Undock

Add View All Sort Date - Descending

Response

Mr. Pearson, I apologize for the delay in responding. In response to the CNBC program, I would ask you to go to www.remington700.tv for more information.

Regarding the rifles that you have experienced a problem with, I can send you a prepaid UPS ground shipping label to cover shipment to the factory for inspection to determine the cause of the incidents you described. The one that was fixed locally can be checked to be sure it is back to factory specifications. I will go ahead and request that 2 prepaid UPS shipping labels be emailed to you. If you do not wish to use them or if you want to wait to use them they do not expire. I will also email a letter that I would ask you to print and include in the box with the rifles. This will assist in my having them pulled and inspected quicker. It will also let them know to send me the inspection data so that I can call you with an update and details.

If you prefer, you can reach me by phone at 800-243-9700, ext 8684 or press "0" and ask for Christy Mitchell.

Thank you again for your patience.

Christy Mitchell

BARBER - Kinzer PPS GAL RE 0011814

BARBER - Kinzer PPS GAL RE 0011814

PS 13702



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|-----------|---------------------|---------|
| DATE: | 11/2/2010 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: MEDIA Email to him at: COORDINATOR ryanbuilt@tampabay.rr.com TO MAIL I WILL MAIL | | | |
| DESCRIPTION: 2 x 700 | | | |

LABEL INFORMATION

| | |
|-----------------|--|
| MAIL LABEL TO: | Ryan Pearson Email to him at: ryanbuilt@tampabay.rr.com 1134 W. Jefferson St Brooksville, FL 34601 |
| RETURN ITEM TO: | Rem Product Service |



 ryanbuilt@tampabay.rr.com

4XX596 NOV 3, 2010 ALL CURR USD 1 OF 2
 SVC GND COM ACT WT 10.0 LBS
 TRACKING 1Z4XX5969067333543
 REF 1: RYAN PEARSON/CD/CM
 REF 2: 700

| | | |
|-----------------------------|--------------|---------------------|
| HANDLING CHARGE 0.00 | | |
| SINGLE-PIECE PUB RATE CHRG: | | |
| DV 0.00 | COD 0.00 | SVC T/P USD RS 1.00 |
| DC 0.00 | DGD 0.00 | SD 0.00 |
| AH 0.00 | PR 0.00 | SP 0.00 |
| TOT PUB CHG 9.99 | PUB+HANDLING | 9.99 |

4XX596 NOV 3, 2010 ALL CURR USD 2 OF 2
 SVC GND COM ACT WT 10.0 LBS
 TRACKING 1Z4XX5969067018556
 REF 1: RYAN PEARSON/CD/CM
 REF 2: 700

| | | |
|-----------------------------|--------------|---------------------|
| HANDLING CHARGE 0.00 | | |
| SINGLE-PIECE PUB RATE CHRG: | | |
| DV 0.00 | COD 0.00 | SVC T/P USD RS 1.00 |
| DC 0.00 | DGD 0.00 | SD 0.00 |
| AH 0.00 | PR 0.00 | SP 0.00 |
| TOT PUB CHG 9.99 | PUB+HANDLING | 9.99 |