

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/20/2010		12/18/2010			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Beam	1400 N 16th St	Murray	KY	42071		H 502-836-7278

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
--------	-------	-------------	-------------------	----------------

PI

PD

S	Fired on closing bolt	Cause:4079 Concern:1008	Other - Unexamined Fired on Bolt Closing	Unknown
---	-----------------------	----------------------------	---	---------

C

12/20/10 Per call from Beam, he was on a hunting trip this weekend, after hunting Saturday, at 9 pm he was unloading and cleaning his rifle in side the hotel. He put the bolt back in and it fired shooting a hole in the door. He is awaiting an estimate from the hotel on replacing the door but they initially said it would be about \$1000.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	27267	S6745623		9/14/2010 1:47:59 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	JERRY S SPORT CENTER, INC		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				

12/20/10 Mailing ARS.cm

Examination[Remington/CF/BA]

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

Date: 12/20/10 CSR: PM

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: Wm. Beam

Address: 1400 N. 11th St

Purcell KY 42071

Phone: 502-836-7278

Serial #: 56745623

\*\*\*Send an ARS label\*\*\*

Comments:

ARS

*new rifle  
 on hunting trip  
 unloaded gun, cleaned,  
 put bolt back  
 went through door in  
 hotel, \$1000 estimate*

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE: 12/20/2010		REQUESTED BY: christy	
QUANTITY: 1		WEIGHT PER PACKAGE: 10	
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx	
		I WILL MAIL	
DESCRIPTION:  <div style="text-align: center;">700</div> <div style="text-align: center;">S6745623</div>			

## LABEL INFORMATION

MAIL LABEL TO: William Beam 1400 N 16th St Murray, KY 42071
RETURN ITEM TO: Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5969067302480  
 REF 1: WILLIAM BEAM/CD/CM  
 REF 2: 700/S6745623

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 DGD 0.00 SD 0.00  
 AH 0.00 PR 0.00 SP 0.00  
 TOT PUB CHG 8.78 PUB+HANDLING 8.78