

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5308

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/6/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Douglas	Conger	711 Hartman Rd.	Cortez	CO	81321		H 970-565-8394 E dconger@q.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
S	Concern:1028	Fired With Safe ON	Unknown	
C	Fired with Safety on			

Customer sent in an email. He stated he has a Model 700 in 300 Win Mag & it fired with safety on. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	n/a	40527		
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				

12/6/10: I will email ltr & form. I will ask media coord to email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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<b>Reference #</b>
101128-000009
<b>Status</b>
Updated
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Firearms
Rimfire Rifles
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
11/28/2010 02:25 AM
<b>Initial Response</b>
12/01/2010 08:07 PM
<b>Last Updated</b>
12/03/2010 01:26 PM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

**Model 700 trigger connector defect****Discussion Thread****Customer (DOUGLAS CONGER)****12/03/2010 01:26 PM**

Dell, The info you requested is listed below.  
 serial number of the firearm: 40527 ,  
 caliber: re-barreled to 300-Win mag ,  
 your mailing address: 711 Hartman Road, Cortez, CO 81321-4029 , and  
 phone number: 970-565-8394  
 Thank you for your help with this critical safety failure. I will await your shipping label.  
 Would it be advisable to remove and exclude the nylon stock and scope before shipping ?  
 Douglas L. Conger  
 From: [info@remington.com](mailto:info@remington.com)  
 To: [dconger@q.com](mailto:dconger@q.com)  
 Date: Wed, 1  
 Dec 2010 20:07:57 -0500  
 Subject: Model 700 trigger connector defect [Incident: 101128-000009]

Recently you requested personal assistance from our on-line support center. Below is our response.  
 We will assume your issue has been resolved if we do not hear from you within 72 hours.  
 Thank you for allowing us to be of service to you.  
 To access your question from our support site, click here.

We hope that this information  
 will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm  
 EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-  
 243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at  
<http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a  
 beginner or an advanced user, our new Safety Section is a must for everyone.  
<http://www.remington.com/safety>

**Response (Dell -)****12/01/2010 08:07 PM**

Dear Douglas,  
 We would like to have the firearm come into our Product Services Department at our factory for examination.  
 Please reply back to me with the serial number of the firearm, 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 (DOUGLAS CONGER)****11/28/2010 02:25 AM**

My M-700, cal. 300-mag discharged with the safety 'ON' during the first magazine/chamber loading when the  
 bolt was closed. Is the X-Mark Pro retrofit trigger available to correct the "Walker Fire Control" accidental  
 discharge defect?

**Primary Contact**

**First Name:** DOUGLAS  
**Last Name:** CONGER  
**Organization:**  
**Login:** deltalimacharlie  
**Title:**  
**Contact Type:**  
**Email:** [dconger@q.com](mailto:dconger@q.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**

5300

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p\\_si...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si...) 12/6/2010



*Emailed to cust.*

December 6, 2010

Douglas Conger  
711 Hartman Rd.  
Cortez, CO 81321  
Ph: 970-565-8394  
Email: dconger@q.com

Ref: # 5308

Dear Mr. Conger,

**You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

**COPY]**

December 6, 2010

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Cortez, CO 81321  
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Email: dconger@q.com

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[Print](#)[Reset](#)

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> Number: <input type="text"/>	
<b>Are you the original owner?:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO			
<b>Name:</b> <input type="text"/>		<b>Date of Purchase:</b> <input type="text"/>	
<b>Address (no PO Boxes):</b> <input type="text"/>			
<b>City:</b> <input type="text"/>		<b>State:</b> <input type="text"/>	<b>Zip:</b> <input type="text"/>
<b>Phone</b> (Daytime): <input type="text"/>		<b>Fax:</b> <input type="text"/>	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
<b>E-mail Address:</b> <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b> <input type="text"/>		<b>Type:</b> <input type="text"/>	
<b>Other (i.e. bullet weight/type, shot size, powder):</b> <input type="text"/>			
<b>Handload Information:</b>			
<b>Powder Used:</b> <input type="text"/>		<b>Powder Weight:</b> <input type="text"/>	
<b>Case/Hull Used:</b> <input type="text"/>		<b>Primer Used:</b> <input type="text"/>	
<b>Bullet Type/Shot Size:</b> <input type="text"/>		<b>Reloader Used:</b> <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input type="text"/>
What were the services performed?) <input type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>
<p><input type="checkbox"/> <b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.  :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,  ship in a firearm box. (Note: Original boxes may not be returned.)  :: Remove all accessories from your firearm to prevent loss or damage.  :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** dconger@q.com  
**Sent:** Monday, December 06, 2010 11:27 AM  
**Subject:** Relayed: Douglas Conger - Ref# 5308

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

[dconger@q.com](mailto:dconger@q.com)

Subject: Douglas Conger - Ref# 5308



**Remington.**

www.remington.com

*Gmail*

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

## ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR XXXXXX		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref # 5308 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Douglas Conger 711 Hartman Rd. Cortez, CO 81321 Ph: 970-565-8394 Email: dconger@q.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

**PLEASE COMPLETE ALL PARTS OF THIS FORM**

4XX596 DEC 6, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065776982  
REF 1: DOUGLAS CONGER/CD/DMF  
REF 2: 5308/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGs:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DCD 0.00	RS 1.00
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 11.04		SP 0.00
		PUB+HANDLING 11.04

dconger@q.com

# Remington®

December 6, 2010

Douglas Conger  
711 Hartman Rd.  
Cortez, CO 81321  
Ph: 970-565-8394  
Email: dconger@q.com

Ref: # 5308

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I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

15 JAN 2011  
enclosure  
Ms Fulcher,

**I UPS-shipped the rifle as directed (sans the stock, scope, & magazine/trigger-guard), except for the executed P. 3 of the "Factory Repair Form", which I just found in my printer. I shall herewith FAX and mail it directly to you today since it contains the credit card authorization to bill up to \$75.00 for minor repairs. I apologize for the unintentional omission.**

*Doug*

**Douglas Conger dconger@q.com 970-565-8394**

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

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Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, ~~REDACTED~~ credit card number and expiration date with your DISCOVER CARD. Expires: 10/12 C.O.D. # 680  
Authorized for less than \$75.00 without further authorization in writing.)  
:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

*Douglas L. Conger*

DOUGLAS L. CONGER

970 565-8394

dconger@q.com

711 Hartman Rd, Cortez CO

81321-4029

NOTE: Barrel, action, & trigger mechanism were shipped herewith, without the stock, scope, trigger-guard/magazine-floor frame, or magazine enclosure.

ⓐ

Cc: D.L. Conger - file

[http://www.remington.com/asp/factory\\_repair\\_form.asp](http://www.remington.com/asp/factory_repair_form.asp)

12/6/2010

**Remington Arms Company, Inc**

**P. O. Box 700**

**Madison, NC 27025-0700**

**Attn: D. Fulcher, Administrator – Consumer Affairs**