

Remington Arms Co., Inc.
Product Service
Legal Case #:5402

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/13/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Sandra	Hearn						C 318-789-9831

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	fired without pulling trigger	Concern:1025 Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

12/13/10 Per email sent from Craig Clark/Ken Nickerson, "My 17 year old son was hunting with his Model 700 Remington rifle tonight and tried to take a shot, but the gun didn't fire. He loaded a bullet again, but by this time, the critter moved and he put the gun down, and randomly with no hands near the firing mechanism, the gun shot missing his head by the Grace of God! I'm going to mail this weapon back to your company. I am thankful my son is okay -- but you can have this rifle back. I have the Model 770, and I've never had any issues like this."cm 12/13/10 Spoke with Mrs. Hearn, they bought it new a couple of years ago and paid about \$800-900. It has had no alterations. This was the first year he has used it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	20000			
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				

12/13/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

5402

Mitchell, Christy

Subject: FW: Model 700 Issues

From: Nickerson, Ken E.
Sent: Friday, December 10, 2010 8:42 AM
To: Mitchell, Christy
Subject: Fw: Model 700 Issues

Here is one for you.

From: Clark, Craig H.
To: Nickerson, Ken E.
Cc: Johnson, Rick W.; Chamberlain, Michael
Sent: Fri Dec 10 08:29:02 2010
Subject: FW: Model 700 Issues
Ken,
Can you help this lady with her issue?

Thanks

Craig Clark | Law Enforcement Sales Specialist
Remington Arms Company, Inc. | Bushmaster Firearms International
Midwest Region: AR, KS, LA, MO, ND, NE, OK, SD, TX

From: Sandra Hearn [mailto:imtwi64@hotmail.com]
Sent: Thursday, December 09, 2010 11:18 PM
To: Clark, Craig H.
Subject: Model 700 Issues

no alterations

*paid \$800-900 - 2 yrs ago
1st yr. he's used it*

To Whom It May Concern:

My 17 year old son was hunting with his Model 700 Remington rifle tonight and tried to take a shot, but the gun didn't fire.
He loaded a bullet again, but by this time, the critter moved and he put the gun down, and randomly with no hands near the firing mechanism, the gun shot missing his head by the Grace of God! I'm going to mail this weapon back to your company. I am thankful my son is okay -- but you can have this rifle back.
I have the Model 770, and I've never had any issues like this. My rifle is a cheaper version, but at least so far it has not fired randomly like this.
I am mailing this rifle back to you. I do not want this weapon anywhere near any of my children -- all of whom have passed Hunter Safety courses, and have taught me all that I know about hunting and shooting a rifle safely.
I have purchased many Remington products for hunting, scopes, bullets, rifles, and now I'm seriously considering shipping every bit of it back to your company.
Please contact me and let me know who I send it to, and what can be done about this issue.

Respectfully,
Sandra Hearn
318-789-9831

Monroe, LA

*113 Roxanna Dr.
Monroe LA 71291*



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx	
I WILL MAIL			
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Sandra Hearn 113 Roxanna Dr Monroe, LA 71291
RETURN ITEM TO:	Rem Product Service

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065593974
REF 1: SANDRA HEARN/CD/CM
REF 2: 700

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 9.45 PUB+HANDLING 9.45