

Remington Arms Co., Inc.

Product Service

Legal Case #:5365

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/9/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Hoagland	332 Pheasant Dr	Kalispell	MT	59901		E mthoagland@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	Fired on safety release	Concern:1007 Fired on Safe Release		Unknown
C				

12/8/10 Per email sent to Remington.com, incid # 101201-000149, "Of course I've seen the CNBC show about the 700's trigger mechanism. I've seen the reply from Remington as well. I'm not swayed or concerned by CNBC's show, however, while shooting with my father at a rifle range, his Remington 700 miss-fired when he took his safety off to shoot. I was present, and saw the rifle miss-fire. I am concerned with my rifle's safety mechanism now, and am wondering what your company is doing about these trigger groups?".cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	27476	E6837188		7/26/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		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				

12/8/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
 101201-000149

Status
 Updated

Assigned To
 Administrators
 Christy -

Product
 Firearms

SLA
 Not specified

Queue
 CSR

Date Created
 12/01/2010 08:56 PM

Initial Response
 12/07/2010 10:14 PM

Last Updated
 12/08/2010 10:56 PM

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

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

Remington 700

5365

Discussion Thread

Customer (Mark Hoagland)

12/08/2010 10:56 PM

Yes, please send a shipping label to me, and I will find a way to send the rifle to Remington for inspection.

Thank you.

Mark Hoagland 332 Pheasant Dr. Kalispell, MT 59901

Serial #: E6837188

On Tue, Dec 7, 2010 at 8:14 PM, Remington Information info@remington.com wrote:

Response (Christy -)

12/07/2010 10:14 PM

Mr. Hoagland, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address it should be mailed to and the serial number of the rifle.

Sincerely,
Christy Mitchell

Customer (Mark Hoagland)

12/01/2010 08:56 PM

Of course I've seen the CNBC show about the 700's trigger mechanism. I've seen the reply from Remington as well. I'm not swayed or concerned by CNBC's show, however, while shooting with my father at a rifle range, his Remington 700 miss-fired when he took his safety off to shoot. I was present, and saw the rifle miss-fire. I am concerned with my rifle's safety mechanism now, and am wondering what your company is doing about these trigger groups? I have a child on the way, and would enjoy taking them out hunting someday with my 700, but now I'm becoming less sure of it's safety.

Sincerely,
Mark Hoagland

Primary Contact

First Name: Mark

Last Name: Hoagland

Organization:

Login: mthoagland@gmail.com

Title:

Contact Type:

Email: mthoagland@gmail.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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: E6837188 700			

LABEL INFORMATION

MAIL LABEL TO: Mark Hoagland
332 Pheasant Dr
Kalispell, MT 59901

RETURN ITEM TO: Rem Prod Service

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

4XX596 DEC 15, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066590706
REF 1: MARK HOAGLAND/CD/CM
REF 2: 70/E6837188

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 11.74 PUB+HANDLING 11.74