

Remington Arms Co., Inc.
Product Service
Legal Case #:4941

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		Dr. Ed	Nickoloff	6 Helaine Ct	Orangeburg	NY	10962		H 212-305-5005 E elnphysics@aol.com

Incident Information

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

11/2/10 Per email sent to Remington.com, incident # 101022-000016, "I am a Professor of Radiology at Columbia University. I have two older (before 1980) Remington 700 BDL rifles (270 & 7mm Mag). I saw the CNBC show about problems with the safety. While I was hunting at West Point Military Academy two years ago, I saw a deer in my scope and pushed the safety to be ready to shoot. The rifle fired without my finger on the trigger. I did not understand what had happened. The deer ran away and no one was hurt. Now that I know the story about the trigger safety on the 700, I am worried about the future. Can I have the trigger / safety assembly replaced with the newer safety which will prevent these unintentional misfires?"cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

11/2/10 Emailing 2 ARS labels and letter.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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#4941

Reference #
101022-000016

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

700 BDL SAFETY**Discussion Thread****Customer (1 ELNPHYSICS@aol.com)****10/31/2010 04:56 PM**

Ms. Mitchell,
My address is : 6 Helaine Court, Orangeburg, New York 10962. However, it did not answer my question as whether the trigger / safety can be replaced with the new version and what the cost would be? Nor did you indicate the time involved. I am not interesting in spending the cost to send to the factory for an inspection — I want a more reliable safety installed that can not malfunction. Please respond so that I know if I send the rifle that a modification will be done rather than receiving a note that the safety was check and it is fine!!! This to me is unacceptable.
Dr. Ed Nickoloff.

In a message dated 10/26/2010 5:09:21 P.M. Eastern Daylight Time, info@remington.com writes:**Response (Christy -)****10/26/2010 05:09 PM**

Dr. Nickoloff, I apologize for the delay in responding. Regarding the incident you described, we would recommend sending the rifles to our factory for inspection. I can send you 2 prepaid UPS ground shipping labels to cover shipping. We will inspect the rifles for free. If it is a warranty repair, we will repair it and send it back as quickly as possible. If the gun is out of warranty and the charge is less than \$75 then we make the repair and return it COD. You can include a note with the rifle stating you would like to be called regarding ANY charges and if you did not agree with them we could return the rifles as received at no charge.

We would need the complete rifle, less your accessories such as sling, scope.

If you will forward the mailing address, I will process the prepaid shipping labels.

Thanks again for your patience.

Christy Mitchell

Customer (1 ELNPHYSICS@aol.com)**10/22/2010 07:41 AM**

SIRS:

I am a Professor of Radiology at Columbia University. I have two older (before 1980) Remington 700 BDL rifles (270 & 7mm Mag). I saw the CNBC show about problems with the safety. While I was hunting at West Point Military Academy two years ago, I saw a deer in my scope and pushed the safety to be ready to shoot. The rifle fired without my finger on the trigger. I did not understand what had happened. The deer ran away and no one was hurt.

Now that I know the story about the trigger safety on the 700, I am worried about the future. Can I have the trigger / safety assembly replaced with the newer safety which will prevent these unintentional misfires? How much will it cost? I have expensive scopes attached to both rifles. Can I just disassemble the stock and remove the trigger assembly to send back for replacement or is more involved? What is the best way to deal with this issue?

I am hoping that you shall be reasonable about this fix to what seems to be a major DEFECT.

My own advice to you after the CNBC broadcast is — (1) Place ads in the major hunting magazines offering to replace the trigger / safety if the rifles are return with 12 months of the ad (2) Customer would be responsible for shipping costs and minimal charge for replacement parts — say \$10 -15 dollars (3) Remington to inspect and provide free service. Otherwise Remington will lose customers to Winchester, Browning, Mossberg, and others. I intend to use my Winchester Model 70 this year until the trigger / safety is fixed. If it can not be fixed easily and cheaply — I shall sell my Remingtons and tell my friends to do the same.

I shall await a reply. My work E-mail is — eln1@columbia.edu <eln1@columbia.edu>. My work telephone number is — 212-305-5005.

Dr. Ed Nickoloff
FACR, FAAPM & FACMP
Professor of Radiology
Columbia University

Primary Contact**First Name:** 1**Last Name:** ELNPHYSICS@aol.com**Organization:****Login:** elnphysics@aol.com**Title:****Contact Type:****Email:** elnphysics@aol.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

Reference #
101022-000016
Status
Unresolved
Assigned To
Administrators Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/22/2010 07:41 AM
Initial Response
None
Last Updated
10/26/2010 10:53 AM
Customer SmartSense
+2 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

700 BDL SAFETY

Discussion Thread

Customer (1 ELNPHYSICS@aol.com)

10/22/2010 07:41 AM

SIRS:

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Dr. Ed Nickoloff
FACR, FAAPm & FACMP
Professor of Radiology
Columbia University

Primary Contact

First Name: 1

Last Name: ELNPHYSICS@aol.com

Organization:

Login: elnphysics@aol.com

Title:

Contact Type:

Email: elnphysics@aol.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



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:	2	WEIGHT PER PACKAGE:	10
<input checked="" type="checkbox"/> PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		Email to him at: elnphysics@aol.com	
DESCRIPTION:		I WILL MAIL	
2 x 700			

LABEL INFORMATION

MAIL LABEL TO:	Dr. Ed Nickoloff Email to him at: elnphysics@aol.com 6 Helaine Ct Orangeburg, NY 10962
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

4XX596 NOV 3, 2010 ALL CURR USD 1 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066105316
REF 1: DR ED NICKOLOFF/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 7.77 SP 0.00
PUB HANDLING 7.77

PLEASE COMPLETE ALL PARTS OF THIS FORM

elnphysics@aol.com

4XX596 NOV 3, 2010 ALL CURR USD 2 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX59690665220929
REF 1: DR ED NICKOLOFF/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 7.77 SP 0.00
PUB+HANDLING 7.77