

Remington Arms Co., Inc.
Product Service
Legal Case #:4900

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209717	11/8/2010	10/29/2010	11/12/2010	9/3/09			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Otis William	Mongol	PO Box 574	Broadway	VA	22815		H 540-896-2393

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot his tv	Cause:4038	Could Not Duplicate Concern		
S fired when bolt closed	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

10/29/10 Per call from Mongol, his 700 that he bought in 2009 misfired in the house shooting his tv. Rickingham Cooperative in Timberville, VA has the rifle. Mongol said they could ship it to us and that he did not want it back. I faxed an ARS to Ben at Rock Coop and he will ship to us for inspect. Ben said that Mongol told him he was loading it from the top and it fired when he closed the bolt. Mongol has a receipt for the Toshiba tv that he will mail to me for \$499.99.cm 11/11/10 Spoke with Mongol, incident date was 9/3/09, he says he was unloading from inside the house. Trying to remove the round from the chamber so he was working the bolt back and forth to extract when it fired pushing the bolt closed. He no longer has the tv or pictures of the damage.cm

*Called us after CNBC program
did not contact us last yr. when
this happened.*

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250	84216	G6805477	EC	10/13/2008 8:53:52 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC	TWO PIECE SCOPE BASE	Y			

CONCERN:FBC

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
Return as received						

Repair/Replacement Cost Repair/Replacement Date

10/29/10 Faxed ARS and letter to Ben at Rockingham Cooperative for shipment of the rifle to the factory for inspect.cm 11/12/10 Spoke with D. Evans and as there is nothing out of spec, we could not duplicate and there is no evidence of Remington being liable, we are not responsible for the tv or wall damage. Called Mongol and he said to return the rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		26" 22-250 REM HB
	Date Code		EC
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmRepairMain - FGI Repairs

File
Add Repair
Estimate Repair
Expedite Repair
Inquiry
Repair Tools
CSR Tools
Reports
Table Maintenance
System

frmREInquiry - Repair Inquiry

Repair Number: RE00209717
Serial: G6805477 Model 700 Center Fire Caliber 22
250 REM Produced: 10/13/2008 SKU: 84216

Repairman:
Status: Parked 11/9/2010 8:42:14 AM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: ROCKINGHAM COOPERATIVE
Address 1: 368 5TH AVENUE
Address 2:
City: TIMBERVILLE
State: VA Zip Code: 22853 Country: US

Name: ROCKINGHAM COOPERATIVE
Address 1: 368 5TH AVENUE
Address 2:
City: TIMBERVILLE
State: VA Zip Code: 22853 Country: US

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/8/2010 11:	New	topetall	Repair Added	
11/9/2010 8:4...	Maint	Travisbw	Repair Maintenance	Status: Estim
11/9/2010 8:4...	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for disp

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return as Received
☐ Has Been Approved
☐ Internal Repair
☐ Exclude TATC

Current Status

Parked
11/9/2010 8:42:14 AM
Travisbw
Product Services
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

Refresh

Close

supryfl: ILN/Prod

frmRepairMain

D1102R7XPIL

Tuesday, Nov 9 2010

11:57 AM

start

DMS - Desktop

frmRepairMain - F...

Irccol - Microdon

1:51 PM

RECEIVED
 NOV 10 2010
 BY:.....

PS 15551

Remington®

4900

X

26"
EC 10/c
5th
010

October 29, 2010

Rockingham Cooperative
Attn: Ben
368 5th Ave.
Timberville, VA 22853

Subject: #4900, Model 700, serial # G6805477

Dear Ben,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of Mr. Mongol's Model 700 to our factory. Please include a copy of the attached letter inside the box with the firearm. **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.** Please mark the ends of the box with "Supry".

Thank you for your assistance with this matter.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial Number:
G6805477

Model: 700



RE00209717

11/11/10 He doesn't have the
t.v. or pictures of the t.v.
Incident Date, Sept 3, 2009
He was unloading inside house.
Fishing bolt closed & went
off.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Ben-Sporting Goods Date: 10/29/10
Company: Rock. Coop From: Christy Mitchell
Fax No.: 540-896-7018 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS:

This gun was bought by Otis Mongold.
He said gun went off when he closed the Bolt.
He does not want another Remington gun.
Thank Ben Chandler
540-896-7017

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CRUTCHFIELD

1 Crutchfield Park

Charlottesville, Virginia 22911-9097

Page 1 of 1

Oct 29 2010 11:27AM

Copy

CID: 629041

Sold to

WAYNE MONGOLD
PO BOX 574
BROADWAY, VA 22815

B:(540)896-2393
D:

Ship to

WAYNE MONGOLD
PO BOX 574
BROADWAY, VA 22815

S:(540)896-2393

Requested by: HBGREG1

Order Number	Invoice Number	Order date	Ship Date	Shipping method	Taken By:
13305390	15975776	Aug 20 2007	Retail/12	Retail/12	990

Quantity ordered	Quantity backordered	Quantity shipped	Item Number	Description	Unit Price	Amount
1	0	1	05220HL67	TOSHIBA 20HL67	\$499.99	<u>\$499.99</u>
1	0	1	051VM3	SANUS VM3 SILVER	\$64.99	\$64.99
1	0	1	209TV3	TERK TV-3	\$39.99	\$39.99
<p><i>499.99 + VA Tax 5.00 = 504.99</i> <i>#524.99 total</i></p>						

Invoice Summary

Merchandise Total: \$604.97
VA State Sales Tax: \$30.25
Standard Shipping: \$0.00
Extra Shipping: \$0.00
Freight Shipping: \$0.00
Order Total: \$635.22

Shipped Total

\$635.22

Payments

VISA() \$635.22

Att: Christy Mitchell

This is regarding the conversation I had with you about the damage from the

We want a refund for the rifle, the TV, and this does not include the hole damage that was made to the wall behind our TV.

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

10/29 Left Lima
message to call m

Date: 10/29/10 CSR: CM

#4900

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

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, Iilon NY).

loading
from top

Did they agree to return it to the factory? YES NO

Consumer Name: Otis Wm. Mongol

Address: PO Box 574

Broadway, VA 22815

Phone: 540-896-2393

Serial #: G-6805477

bought 2009
700 SPS Var. 32-350
has misfired shot through
tr. \$499.99 Teshiba
costing
540-896-7017
Sports Dept.

Send an ARS label

Comments:

ber

Rockingham Cooperative in Timberville VA has rifle.

He approved shipment to our factory for inspection.
He does not want it back.

Remington

Confidential

10/19/10

PS 15555



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:		I will	
MEDIA		Fax to them at:	
COORDINATOR		540-896-7018	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
G6805477		700	

Thank you so much

LABEL INFORMATION

MAIL LABEL TO:	Rockingham Cooperative	<i>Christy will fax to the dealer</i>
	Attn: Ben, Sptg Goods	
	368 5th Ave	
	Timberville, VA 22853	
RETURN ITEM TO: Remington Product Service		

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

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1
SVC CND COM ACT WT 10.0 LBS
TRACKING# 124XX596908666518
REF 1: ROCKINGHAM COOPERATIVE/BEN/CD/CM
REF 2: 700/G6805477

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DDU 0.00	RS 0.50
AD 0.00	PR 0.00	SD 0.00
TOT PUB CHG 8 24		SP 0.00
PUB+HANDLING		8.24



October 29, 2010

Rockingham Cooperative
Attn: Ben
368 5th Ave.
Timberville, VA 22853

Subject: #4900, Model 700, serial # G6805477

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Thank you for your assistance with this matter.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RETURN SERVICE CUSTOMER RECEIPT

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357

CUSTOMER SERVICE
☎ 800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: ROCKINGHAM COOPERATIVE/BEN/CD/CM
REF 2: 700/G6805477

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are named on the attached label/document as customer and UPS as local agent. The contract of sale is between UPS and its customer. There is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collects the goods on behalf of its customer and accepts its customer's responsibility for any loss, delay, or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TRH: 12 4XX 596 90 6666 6518

[illegible]

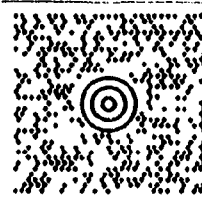
ATTN: BEN, SPTG. GDS.
ROCKINGHAM COOPERATIVE
368 5TH AVE.
TIMBERVILLE VA 22853

10 LBS

1 OF 1

RS

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6666 6518



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: ROCKINGHAM COOPERATIVE/BEN/CD/CM
REF 2: 700/G6805477



WS 12.0.17 LP2442 09.0A 10/2010

PS 15558

Remington®

FACSIMILE TRANSMITTAL SHEET

To: Ben-Sporting Goods Date: 10/29/10
Company: Rock. Coop From: Christy Mitchell
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Number of pages including Cover Sheet: _____

COMMENTS:

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