

Remington Arms Co., Inc.
Product Service
Legal Case #:6309

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		6/27/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Don	Chapman		PO Box 102, Bonners Ferry, ID 243 Pine Street	Moyle Springs	ID	83845		H 208-597-0905

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot out front tire Cause:4079 Other - Unexamined			
S	of truck Concern:1025 Unexplained Discharge - No Mention of		Unknown	
C	Safety Position			

6/27/11 Per email sent to Remington.com, incid # 110624-000052, "I have a model 700 stainless I purchased new in 1995 I believe. It hasn't had a whole box of shells even fired through it. Exiting my house it went off on its own a shot out the front tire on my truck. I haven't seen and youtube or nbc shows or anything regarding this. I just mentioned it to a friend who told me his went off in his car while no one was near it so he got rid of all of his Remington rifles. Is there a recall or fix for this problem?"cm

Firearm Information

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

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				

6/27/11 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

6309

Reference #
110624-000052
Status
Updated
Assigned To
Administrators
Christy -
Product
Other
SLA
Not specified
Queue
CSR
Date Created
06/24/2011 06:26 PM
Initial Response
06/27/2011 02:41 PM
Last Updated
06/27/2011 02:56 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

700

Discussion Thread**Customer (Don Chapman)**

06/27/2011 02:56 PM

my mailing address is po Box 102 Bonners Ferry Id 83805 and my physical address is 243 Pine Street Moyie Springs Id 83845....phone is 208 597-0905

Don Chapman

From: Remington Information

To: cpdad93@yahoo.com

Sent: Mon, June 27, 2011 11:41:13 AM

Subject: 700 [Incident: 110624-000052]

Response (Christy -)

06/27/2011 02:41 PM

Mr. Chapman, if you can forward your serial number I can check it to see if it was ever under recall. I can also send you a prepaid UPS ground shipping label to cover shipment to our factory for inspection. If there is a defect found we would cover repair of the rifle. If not, we would contact you with the quote and get your approval before doing any work on it. If you did not agree with the quote we could also return it as received at no charge at that time.

If you would like the label, please forward your mailing address and phone number.

Sincerely,
Christy Mitchella

Customer (Don Chapman)

06/24/2011 06:26 PM

I have a model 700 stainless I purchased new in 1995 I believe. It hasn't had a whole box of shells even fired through it. Exiting my house it went off on its own a shot out the front tire on my truck. I haven't seen and youtube or nbc shows or anything regarding this. I just mentioned it to a friend who told me his went off in his car while no one was near it so he got rid of all of his Remington rifles. Is there a recall or fix for this problem?

Don Chapman

Primary Contact**First Name:** Don**Last Name:** Chapman**Organization:****Login:** cpdad93@yahoo.com**Title:****Contact Type:****Email:** cpdad93@yahoo.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:	6/27/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Don Chapman PO Box 102 Bonners Ferry Id 83805 208 597-0905
RETURN ITEM TO:	Rem Prod Serv Case # 6309

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

4XX596 JUN 27, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067383956
REF 1: DON CHAPMAN/CD/CM
REF 2: 700/CASE#6309

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 12.85	PUB+HANDLING	12.85