

Remington Arms Co., Inc.
Product Service
Legal Case #:6072

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
230891	5/6/2011	3/31/2011	5/9/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Patterson	3928 15th Ave South	Great Falls	MT	59405		H 406-727-3645 E mike_p@patcomt.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when safety was released	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release	Unknown	
C				

3/31/11 Per email sent to Remington.com, incid # 110321-000096, "I own a model 700 300 win mag stainless steel Serial #S6276279 Ever since I bought it the safety was very hard to push forward. Last hunting season I went to take the rifle off safe and had to push hard to accomplish this - when I did the rifle fired and my finger was nowhere near the trigger. This is a very serious problem and I need to get it taken care off right away."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 Win Ma	29694	S6276279	AP	3/22/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW		U			

CONCERN:FSR

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
Per Ilion, replace TPA at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.26	5/13/2011				

3/31/11 Emailed that I would send a prepaid UPS ground shipping label by email in order for the rifle to come in for inspection.cm 5/13/11 Per Ilion, could not duplicate concern. Safe works hard. Action and TPA very dirty. Replace TPA at no charge.cm

Examination[Remington/CF/BA] _

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/9/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		AP
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	ACTION,TPA VERY DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	SAFETY WORKS HARD
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

24"
A33/95
4#
013

6072

March 31, 2011

Michael Patterson
3928 15th Ave South
Great Falls, MT 59405

Subject: #6072, Model 700

Dear Mr. Patterson,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter 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 boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

RECEIVED
MAY 12 2011

BY:.....

enclosure

could not duplicate concern.
Safe works hand. Act. & TPA
very dirty. Nylmer TPA at K/C.
Clean & test fire [redacted]
[redacted]

Number: S6276279
Model: 700

RE00230891

Mike Patterson

From: Remington Information [info@remington.com]
Sent: Thursday, March 31, 2011 1:13 PM
To: mike_p@patcomt.com
Subject: Problem with the safety on my rifle [Incident: 110321-000096]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

Subject

Problem with the safety on my rifle

Discussion Thread

Response (Christy)

03/31/2011 03:12 PM

Mr. Patterson, I apologize for the delay in responding. I can email a UPS ground prepaid shipping label to cover shipment to our factory in order for us to inspect it for the problem you have had. After inspection we would put it on hold and contact you with the results and resolution. I will put in the request for the label to get that in the works for you. You should receive an email within the next 24-48 hours. Print the label and tape it to your box. Take the box to a UPS terminal or local dealer and they can scan and ship it no charge.

Customer (Michael Patterson)

03/26/2011 01:56 PM

Why have I not heard back from anyone on this question? Can I please get a response? Thank you, Mike From: Mike Patterson [mailto:mike_p@patcomt.com]

Sent: Wednesday, March 23, 2011 2:52 PM

To: 'Remington Information'

Subject: RE: Problem with the safety on my rifle [Incident: 110321-000096] I have not heard back from anyone on this question. Please respond. Thanks, Mike From: Remington Information

[mailto:info@remington.com]

Sent: Monday, March 21, 2011 2:29 PM

To: mike_p@patcomt.com

Subject:

Problem with the safety on my rifle [Incident: 110321-000096]

Customer (Michael Patterson)

03/23/2011 04:56 PM

I have not heard back from anyone on this question. Please respond. Thanks, Mike From: Remington Information [mailto:info@remington.com]

Sent: Monday, March 21, 2011 2:29 PM

To: mike_p@patcomt.com

Subject: Problem with the safety on my rifle [Incident: 110321-000096]

Customer (Michael Patterson)

03/21/2011 04:28 PM

I own a model 700 300 win mag stainless steel Serial #S6276279

Ever since I bought it the safety was very hard to push forward. Last hunting season I went to take the rifle off

safe and had to push hard to accomplish this - when I did the rifle fired and my finger was nowhere near the trigger. This is a very serious problem and I need to get it taken care off right away. please let me know what my options are before someone gets hurt with this rifle. thank you, Mike

Question Reference #110321-000096

Product Level 1: Firearms

Product Level 2: Centerfire Rifles

Date Created: 03/21/2011 04:28 PM

Last Updated: 03/31/2011 03:12 PM

Status: Waiting

----- We hope that this information will be helpful to you. If we
can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. --
America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--
FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER,
FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety
Section is a must for everyone. <http://www.remington.com/safety> -----
----- [---001:002702:59990---]

Mike Patterson

From: Mitchell, Christy [Christy.Mitchell@remington.com]
Sent: Thursday, March 31, 2011 1:46 PM
To: mike_p@patcomt.com
Subject: #6072: Michael Patterson, Model 700
Attachments: Patterson, Michael.cm.doc; Repair Form.cm.xls

Mr. Patterson, following is my direct contact information. Please include either a copy of the email you sent originally regarding the problem, or complete the form that I included in an attachment and insert inside with the rifle before shipping. I have also included a letter that I would ask you to print and include a copy inside also so that the repairman knows to send the inspection information to me.

If you have any questions call the number below or email me direct at Christy.mitchell@remington.com.

Sincerely,

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

870 Remington Dr.

Madison, NC 27025-0700

Phone: 336.548.8684

Fax: 336.548.7872 or 336-548-7784

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced
Armament Corp., Barnes Bullets, INTC

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system. Thank you.

#6072

Reference #
110321-000096
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
Centerfire Rifles
SLA
Not specified
Queue
CSR
Date Created
03/21/2011 04:28 PM
Initial Response
None
Last Updated
03/30/2011 10:44 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Problem with the safety on my rifle**Discussion Thread****Customer (Michael Patterson)**

03/26/2011 01:56 PM

Why have I not heard back from anyone on this question? Can I please get a response? Thank you, Mike

From: Mike Patterson [mailto:mike_p@patcomt.com]

Sent: Wednesday, March 23, 2011 2:52 PM

To: 'Remington Information'

Subject: RE: Problem with the safety on my rifle [Incident: 110321-000096] I have not heard back from anyone on this question. Please respond. Thanks, Mike From: Remington Information

[mailto:info@remington.com]

Sent: Monday, March 21, 2011 2:29 PM

To: mike_p@patcomt.com

Subject:

Problem with the safety on my rifle [Incident: 110321-000096]

Customer (Michael Patterson)

03/23/2011 04:56 PM

I have not heard back from anyone on this question. Please respond. Thanks, Mike From: Remington

Information [mailto:info@remington.com]

Sent: Monday, March 21, 2011 2:29 PM

To: mike_p@patcomt.com

Subject: Problem with the safety on my rifle [Incident: 110321-000096]

Customer (Michael Patterson)

03/21/2011 04:28 PM

I own a model 700 300 win mag stainless steel Serial #S6276279

Ever since I bought it the safety was very hard to push forward. Last hunting season I went to take the rifle off safe and had to push hard to accomplish this - when I did the rifle fired and my finger was nowhere near the trigger. This is a very serious problem and I need to get it taken care off right away. please let me know what my options are before someone gets hurt with this rifle. thank you, Mike

Primary Contact**First Name:** Michael**Last Name:** Patterson**Organization:****Login:** mpatterson**Title:****Contact Type:****Email:** mike_p@patcomt.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

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/31/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	mike_p@patcomt.com		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
S6276279 700			

LABEL INFORMATION

MAIL LABEL TO:	Michael Patterson 6775 Congo Rd Corning OH 43730 406-727-3645
RETURN ITEM TO: Rem Prod Serv Case #6072	

PLEASE COMPLETE ALL PARTS OF THIS FORM

mike_p@patcomt.com

4XX596 MAR 31, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066236205
REF 1:MICHAEL PATTERSON/CD/CM
REF 2:700/S6276279/#6072

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRGS:			
DV 0.00	COD 0.00	RS	1.00
DC 0.00	DGD 0.00	SD	0.00
AH 0.00	PR 0.00	SP	0.00
TOT PUB CHG 9.38	PUB+HANDLING		9.38









