

Remington Arms Co., Inc.
Product Service
Legal Case #:5417

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/13/2010	11/2/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Buck	Buchanan	43 Dan Tripplett Rd.	Woodworth	LA	71485		H 318-619-7725 E cbuch1114@earthlink.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained discharge			

Customer sent in an email. He stated that he has a Model 700 about 40 years old. He stated the gun has fired without the trigger being pulled. He took it to a gunsmith & was told to send it to us. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a	6663149		
Date Purchased	Where Purchased	Accessories	Original Owner			
	J S OSHMAN HOUSTON TEX		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
Gun has not been returned to Ilion						
	Repair/Replacement Cost	Repair/Replacement Date				

12/13/10: I will email ltr & form. I will ask media coord. to email ARS. df 11/2/11: Gun has not been returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Reference #
101206-000126
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/06/2010 06:27 PM
Initial Response
12/13/2010 08:53 AM
Last Updated
12/13/2010 09:11 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700**Discussion Thread****Customer (Cathy Buchanan)****12/13/2010 09:11 AM**

Mr. Dell:

My husband works offshore, and will not be back until 12-30-2010. However, I do have a list of all of his guns, and the gun he refers to is described on the list as follows:

Remington 7 mm Magnum Rifle – Model 700 Serial # 6663149

Our address is as follows:

Buck Buchanan

43 Dan Tripplett Rd

Woodworth, LA 71485

Phone #: 318-619-7725

Thank you so much for your assistance. I will not be able to complete the form or mail the gun on his behalf.

That will have to wait until he returns, but having the form and the mailing lable here will greatly expedite the resolution of this problem. Please advise if additional info is needed.

Cathy Buchanan

Spouse

Response (Dell -)**12/13/2010 08:53 AM**

Dear Mr. Buchanan,

If you are in the U.S. - We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,

Dell

Customer (Cathy Buchanan)**12/06/2010 06:27 PM**

To whom it may concern,

I have inherited a Model 700 7mm Magnum and its about 40 years old. I have reviewed several articles that detail a potential defect that causes this gun to fire without the trigger being pulled. This particular gun has, in fact, already fired without the trigger having been pulled, as described by my mother. I took this gun to a gunsmith and he said that I should contact ya'll to see about getting the new trigger upgrade installed. Can you give me some information on this as such as the process for it to be repaired by your company, where I need to send it, etc. Any help would be appreciated.

Thanks,

Buck Buchanan

Primary Contact**First Name:** Cathy**Last Name:** Buchanan**Organization:****Login:** cbuch1114@earthlink.net**Title:****Contact Type:****Email:** cbuch1114@earthlink.net**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**



Emailed to customer

December 13, 2010

Buck Buchanan
43 Dan Tripplett Rd.
Woodworth, LA 71485
Ph: 318-619-7725
Email: cbuch1114@earthlink.net

Ref: # 5417

Dear Mr. Buchanan,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Print

Reset

Model		Serial	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Fulcher, Dell Marie

From: postmaster@remington.com
To: cbuch1114@earthlink.net
Sent: Monday, December 13, 2010 5:47 PM
Subject: Relayed: Buck Buchanan - Ref# 5417


Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

cbuch1114@earthlink.net

Subject: Buck Buchanan - Ref# 5417

Remington.

www.remington.com



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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5417 rifle			

LABEL INF

MAIL LABEL TO: Buck Buchanan 43 Dan Tripplett Rd. Woodworth, LA 71485 Ph: 318-619-7725 Email: cbuch1114@earthlink.net	cbuch1114@earthlink.net Email ARS to customer
RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY	

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

4XX596 DEC 14, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065733965
REF 1:BUCK BUCHANAN/CD/DMF
REF 2:5417/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.95	PUB+HANDLING	9.95