

Remington Arms Co., Inc.
Product Service
Legal Case #:7076

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251865	12/28/2011	12/14/2011	12/29/2011	11/15/2009			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thad	Podmokly	1623 N. Maple Ave	Royal Oak	MI	48067		H 248-544-4655 C 248-568-0877 F 248-290-5405 E atpodmokly@wowway.com

Incident Information

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

12/13/11: Customer sent an email. Ref# 111209-000079. Customer stated that while hunting he released the safety & the gun fired unexpectedly. Scared him & he has watched the CNBC show. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	25857	D6222781	EP	10/20/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	SHYDAS GUN SHOP	SCOPE BASE	Y			

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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

12/14/11: Mailing ARS & forms. Box order# 1285813. df 1/4/12: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire at 1/2 normal cost - quote. df 1/11/12: Customer called. He is trying to decide if he wants to pay to have the repair done. Said he would call me back. df 1/12/12: Customer faxed over appr & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/29/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 280 REM
	Date Code		EP
	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---
Magazine	Condition	---Select---
	Box Condition	Slightly Worn; Functioning
Overall	Exterior Condition	Slightly Worn; Functioning
	Stock Condition	Slightly Worn; Functioning
	Fore End Condition	---Select---
Receiver	Condition	Slightly Worn; Functioning
	Bulged	False
Safety	Description	M/700 SAFETY
	Function	Like new; Functioning
	Sub-Assembly	Non-ISS
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
	Tests	Test Fired
Feeding Test		False
Trigger	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	M/700 Non-Bolt Lock
Non-Remington Components	Description	SCOPE BASE

7076

COPY

22"
EP 10/95
5#
10/2

December 14, 2011

Thad Podmokly
1623 N. Maple Ave
Royal Oak, MI 48067
Phone: 248-568-0877

Ref: # 7076, Model 700, Serial # D6222781

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

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

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

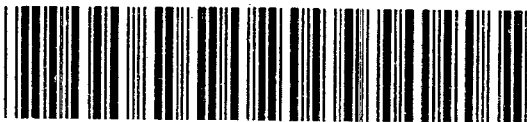
RECEIVED
JAN - 4 2012
BY:

enclosure

Serial
Number:

D6222781

Model: 700



RE00251865

could not duplicate concern
FAN offer to replace TPA,
clean & test fire at 1/2
normal cost.

Quote

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

PS 24483

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00006736	Serial Number / Description D6222781 Model 700 RIFLE Caliber: 280	Date of Request: 12/14/2011 Date Printed: 12/14/2011
Customer: THAD PODMOKLY 1623 N. MAPLE AVE ROYAL OAK, MI 48067 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 7076 - FSR

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Print

Reset

Model Number: 280 REM MODEL 700		Serial Number: D 622 2781	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: THAD PODMOKLY		Date of Purchase: 1996	
Address (no PO Boxes): 1623 N. MAPLE AVE			
City: ROYAL OAK		State: MI	Zip: 48067
Phone (Daytime): 248 568-0877		Fax: 248-290-5405	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) atpodmakly@wowway.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: FIRE ON SAFETY RELEASE ON NOV 15, 2009 WHILE RIFLE WAS SITTING ON MY LAP. I WAS TRYING TO QUIETLY RELEASE SAFETY AND IT UNINTENTIONALLY DISCHARGED. I WAS USING MY THUMB AND FINGER ON THE SAFETY AND WAS NO WHERE NEAR THE TRIGGER. SEE ORIGINAL COMPLAINT REQUEST. 500 characters left ATTACHED.			
Ammunition Information:			
Manufacturer: REMINGTON EXPRESS		Type: CORE LOCK PSP	
Other (i.e. bullet weight/type, shot size, powder): 140 GRAIN			
Handload Information: N/A			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPE'S 9
How often do you clean the bore? (Months or Number of rounds)	1 X 12 MONTHS / ~ 1-4 ROUNDS
How often do you clean the action? (Months or Number of rounds)	1 X 12 MONTHS / ~ 1-4 ROUNDS
How often do you clean the trigger assembly? (Months or Number of rounds)	1 X 12 MONTHS / ~ 1-4 ROUNDS
Brand of lubricant used:	HOPPE'S 9
How often do you lubricate the bore? (Months or Number of rounds)	1 X 12 MONTHS / 1-4 ROUNDS
How often do you lubricate the action? (Months or Number of rounds)	1 X 12 MONTHS / 1-4 ROUNDS
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 X 12 MONTHS / 1-4 ROUNDS
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NEVER	
What were the services performed? N/A	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p align="center">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Ilion, NY 13357</p>	
<p><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.</p> <p><input checked="" type="checkbox"/> Record the serial number of your firearm before sending it.</p> <p><input checked="" type="checkbox"/> 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.)</p> <p><input checked="" type="checkbox"/> Remove all accessories from your firearm to prevent loss or damage.</p> <p><input checked="" type="checkbox"/> Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

AFTER EVERY HUNTING SEASON IF I FIRE GUN OR NOT,

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.

Fire on Safety Release [Incident: 111209-000079]

From : Remington Information <info@remington.com>
Subject : Fire on Safety Release [Incident: 111209-000079]
To : atpodmokly@wowway.com
Reply To : Remington Information <info@remington.com>

Mon, Dec 12, 2011 08:15 AM

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.](#)

REM 780
140 GRN
CONE LOCK PSP
EXPRESS

Subject

Fire on Safety Release

Discussion Thread**Response Via Email (Dell)**

12/12/2011 08:15 AM

Dear Mr. Podmokly,
We would like to have your 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 and when this occurred. Please let me know if you need a rifle box for shipping.

Sincerely,
Dell

D 622 2781

Customer By Email (Thad Podmokly)

12/09/2011 03:07 PM

Remington

280 REM MODEL 700

To whom it may concern,

I completed a hunters safety course and have been hunting and shooting guns since the age of 14 (1983). In 1996, I purchased MY first hunting rifle, a .280 Remington Model 700 Mountain Rifle and absolutely loved it...until recently...

On November 15, 2009, I had an experience with my rifle that was very emotionally disturbing to me and I was unnerved by it considering I have been shooting for almost 30 years now and have never had any "accidents", near accidents, or misfires, ever, with any of my firearms. I have been very careful in handling, cleaning, and caring for my 280 Remington.

On this particular day, I was out in a 2 person box blind on the opening day of firearm season for whitetail deer in Michigan. It was early in the morning at sunrise and I heard deer approaching through a swamp. I had the rifle sitting on my lap. I used my thumb and finger to quietly released the safety in preparation for a view and shot of the approaching deer. The rifle immediately and unintentionally discharged while sitting in my lap, blowing a hole through a second chair in the blind and then exiting through the side of the blind and into the woods.

I did not have my finger on the trigger because it was on the safety with my thumb. Thank God nobody was sitting in that chair in that blind that morning; nobody was injured or worse, killed. I could not understand or explain how that happened for the longest time, to my wife, my hunting group, or to the Michigan DNR officer hunting with us at the time. Safety is a concern and my actions and ability to handle a firearm became questionable and was a topic of discussion.

I just reviewed a program, "Remington Under Fire", where people have had unintended discharges just from releasing the safety, among other situations. This is the same experience I have had with my rifle.

I have 2 sons (age 1 and 4) and I would love to teach them the art of hunting and firearm safety in the future. However, I am very uncomfortable with the rifle I now own for fear it may happen again with consequences far worst than a hole in a chair. And for that matter, all Remington Rifles at this point. Safety is paramount. I am in the market for another Rifle and now am questioning whether I would purchase and/or recommend a Remington on the merits of safety and the handling of these situations.

I would like to file an official complaint and get a response from Remington as to what Remington has done or will do to make my rifle safe from unintended discharge. And what Remington has done with the newer rifles' trigger/safeties to prevent such occurrences.

Sincerely,

Thaddeus H. Podmokly II

1623 N. Maple Ave

Royal Oak, MI 48067

248-544-4655

Question Reference #111209-000079

Product Level 1: Other

Date Created: 12/09/2011 03:07 PM

Last Updated: 12/12/2011 08:15 AM

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> -----
[---001:003713:39991---]

7076

Box order # 1285813

Reference #
111209-000079
Status
Updated
Assigned To
Administrators
Dell -
Product
Other
SLA
Not specified
Queue
CSR
Date Created
12/09/2011 03:07 PM
Date Initial Solution Response
12/12/2011 08:15 AM
Last Updated
12/12/2011 10:25 AM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Fire on Safety Release**Discussion Thread****Customer (Thad Podmokly)****12/12/2011 10:25 AM**

Thank you, Dell, for the response.

The serial number is D6222781. Remington Model 700 (mountain rifle), 280 caliber. My address is 1623 N. Maple Ave., Royal Oak, MI 48067 and my direct phone is 248-568-0877. I would need a rifle box for shipping if possible. I do have a leopold scope mounted on my rifle at this time.

Thad Podmokly
1623 N. Maple Ave
Royal Oak, MI 48067
248-568-0877 cell and direct contact
248-544-4655 home

From: "Remington Information"

To:

atpodmokly@wowway.com

Sent: Monday, December 12, 2011 8:15:17 AM

Subject: Fire on Safety Release [Incident: 111209-000079]

Response (Dell -)**12/12/2011 08:15 AM**

Dear Mr. Podmokly,

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Dell

Customer (Thad Podmokly)**12/09/2011 03:07 PM**

Remington

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Sincerely,

Thaddeus H. Podmokly II

1623 N. Maple Ave

Royal Oak, MI 48067

248-544-4655

Primary Contact

First Name: Thad

Last Name: Podmokly

Organization:

Login: atpodmokly@wowway.com

Title:

Contact Type:

Email: atpodmokly@wowway.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

ARS LABEL REQUEST FORM

DATE:	12/14/2011	Service Request #	SR00006736
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

THAD PODMOKLY
1623 N. MAPLE AVE
ROYAL OAK, MI 48067 US
SR00006736

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX598 DEC 16, 2011 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5969067803046 ALL CURRENCY USD
REF 1:SR00006736
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 9.04	PUB + HANDLING 9.04

ATTN: Product Service





