

Remington Arms Co., Inc.
Product Service
Legal Case #:6991

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/5/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Selina	Wilburn	4020 S. Beglis Pkwy	Sulphur	LA	70665		C 337-304-9406

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Unknown
C				

12/5/11 Per call from Wilburn, she had sent and email and we replied to call in. She called in and they said she had to call back with the serial number. She needs this rifle for use now but it will fire when she moves the safety to fire.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WSM	27253	S6660128		8/28/2008 9:35:40 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		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				

12/5/11 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
111129-000115
Status
Waiting
Assigned To
Staff
Danny -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/29/2011 05:27 PM
Date Initial Solution Response
11/30/2011 06:53 PM
Last Updated
11/30/2011 06:53 PM
Customer SmartSense
+2 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

No Summary

Discussion Thread

Response (Danny -)

11/30/2011 06:53 PM

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest you call 1800-243-9700. Please have your serial number ready. At this point we will assign a Service Request to help expedite your repair.

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.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<http://www.remington.com/pages/support/general-repair-form.aspx>

Customer (Celina Wilburn)

11/29/2011 05:27 PM

Dear Sirs,

I purchased a Remington 700 before gun season last year. I have a huge safety issue with this rifle. I have used it to shoot three deer. Of the three times I have fired it in the field, it has fired TWICE when I switched the safety off in order to shoot. This gun is UNSAFE!! Can anything be done to address this matter? The rifle is a 270 WSM, serial number S660128. I would appreciate your assistance with this matter.

Thank you in advance,

Celina Wilburn

fishing@camtel.net <<mailto:fishing@camtel.net>> or cwilbur@citgo.com <<mailto:cwilbur@citgo.com>>
337-304-9406

Primary Contact

First Name: Celina

Last Name: Wilburn

Organization:

Login: fishing@camtel.net

Title:

Contact Type:

Email: fishing@camtel.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

ARS LABEL REQUEST FORM

DATE: 12/05/2011	Service Request # SR00005702
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs	
email address: Christy.Mitchell@remington.com	

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

SELINA WILBURN
 4020 S BEGLIS PKWY
 SULPHUR, LA 70665 US
 SR00005702

Email: Christy

RETURN ITEM TO:

ILN

Arms Services



ATTN: Product Service #6991

4XX596 DEC 5, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066192780
 REF 1:SR00005702
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRGS:		
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 10.27		PUB+HANDLING 10.27