

Remington Arms Co., Inc.
Product Service
Legal Case #:9457

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329532	12/4/2013	11/11/2013	12/5/2013	11/7/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Edward	Williams	633 Parkwood St. NE	Grand Rapids	MI	49503		W 517-975-7725 C 616-401-7220

Incident Information

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

11/11/13: Customer called in. He stated he bought his gun less than a year ago - new. He said he took the rifle with him on 11/7/13 to a hunt and when he took the safe off, the rifle fired. He stated he did not have his finger anywhere near the trigger. He stated he is very upset about the incident and wants the gun repaired at no charge. He said there was no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	85435	RR04726A	KG	5/9/2012 2:59:54 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS		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 - Repair @ n/c - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

11/13/13: Mailed ARS, letter, SR paperwork. Box order# 1562129. df 11/26/13: A CSR brought me a letter the customer mailed to Remington regarding how upset he is over the alleged malfunction of the rifle. Letter added to case file. df 12/3/13: Customer called to ck on status of rifle. UPS has not delivered the gun yet but it is sched. for delivery today. I called customer back w/that info. df 12/6/13: Per Ilion - Could not duplicate concern. To restore

confidence in rifle, will replace TA, check over & test at n/c - warranty. df 12/10/13: Customer called for status. I went over exam, resolution & provided delivery date based on UPS Tracking #. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/5/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 308 WIN HB
	Date Code		KG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
Extractor	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Like new; Functioning	
Safety	Bulged	False	
	Description		XMP SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Like new; Functioning	
	Pull	---Select---	4#

Trigger	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service
PO Box 700
Madison, NC 27025-0700

Estimating Report

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

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00329532	Serial Number / Description RR04726A Model 700 RIFLE Caliber: 308 win	Date Received: 12/04/2013 Estimate Date: 12/05/2013 Date Printed: 12/09/2013
Customer: EDWARD WILLIAMS 633 PARKWOOD ST. NE GRAND RAPIDS, MI 49503 US		Return To: EDWARD WILLIAMS 633 PARKWOOD ST. NE GRAND RAPIDS, MI 49503 US

Please Circle One:
VISA MC DISCOVER Card No. _____ Exp. Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems	
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
could not duplicate concern. to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00	
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00	
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00	
								Sub Total:	.00
								Est Sales Tax:	.00
								Grand Total:	\$.00

Remington®

2611
KLS/12
4th
011

COPY

November 11, 2013

9457

Edward Williams
633 Parkwood St. NE
Grand Rapids, MI 49503
Phone: 616-401-7220

Ref # 9457, Model 700, Serial # RR04726A

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal. 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.

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

RECEIVED
DEC 06 2013

BY:.....

Serial Number: RR04726A

Model: 700



RE00329532

could not disp. concern.
to restore confidence in
rifle will rep. T. A. check
over test AT N/C

unwarranted

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

PS 30274

Model Number: 700 ADL Varmint		Serial Number: RR04726A	
Name: Edward Williams		Date of Purchase: 11-23-2012	
Address (no PO Boxes): 633 Parkwood St. NE			
City: Grand Rapids		State: MI	Zip: 49503
Phone (Daytime): (616-401-7220 (cell))		Fax: N/A	
E-mail Address: edward.p.williams@hotmail.com			
Please describe your problem:			
Rifle discharges w/o touching the trigger when safety is moved from "safe" to "fire"			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>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>:: 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. :: 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.</p>			

Use our
UPS label

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 SR00067433	Serial Number / Description RR04726A Model 700 RIFLE Caliber: 308	Date of Request: 11/13/2013 Date Printed: 11/13/2013
Customer: EDWARD WILLIAMS 633 PARKWOOD ST. NE GRAND RAPIDS, MI 49503 US	Destination: Arms Services 14 Hoefer Ave Ilion, NY 13357 US	
Email:	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 # 9457. dmf

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount				
Material	Type										
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				
						Grand Total:	\$.00				

DICK'S SPORTING GOODS

GRAND-MIERTOWN PARKWAY
GRANDVILLE, MI 49418
(616) 249-0660

11/23/2012 8:02 PM
RECEIPT EXPIRES ON 2/21/2013

S-00420 R-13 T-2600 A-0239036 SALE

eReceipt

047700854359 700ADLCAMO/N	549.99
Customer Service (Current 549.99)	-150.01
Your Price	399.98

ITEM TOTAL	399.98
TAX	24.00
TOTAL	423.98

VISA	423.98
ACCOUNT #: *****8181	
CHANGE DUE	0.00

TOTAL SAVINGS = 150.01

L REDACTED

#9457

RECEIVED

NOV 25 2013

11-17-2013

NAME David

Response

Response

To Whom It May Concern:

I am writing this letter to express my incredible disappointment, frustration, anger, and loss of confidence with my most recently purchased firearm. I purchased a Model 700 centerfire rifle because owning one previously, family members owning one, and friends owning them. Remington's reliability and quality is legendary, but the recent malfunction of my weapon has decimated my confidence in your company.

I purchased my weapon, a Model 700 ADL Varmint rifle, in .308 Winchester. I had hoped to use my new rifle for recreational shooting, prairie dog hunting, coyote hunting, and deer hunting. After putting a new scope on my rifle I sighted it in, and I was ready to hunt this season.

One of the main reasons for my purchase was to hunt whitetail deer in South Dakota. The first morning of my hunt, I was privileged enough to see the largest buck I have ever seen in my life. When I moved the rifle from safe to fire, it discharged. Immediately I returned the safety to the "safe" position. I ejected the spent cartridge, reloaded, and located the buck again. Once again I removed the weapon from "safe" to "fire" and the firearm discharged. Both times the trigger was never touched. The rifle fired without ever touching the trigger. After the second misfire, I unloaded the weapon. Not only was my brand new rifle malfunctioning, the malfunction cost me the largest buck of my life. My hunting partners did not believe the weapon could malfunction so badly, and they asked me to show them. I loaded one cartridge, and turned the safety "off". It did not fire. I repeated moving the weapon from safe to fire 6 more times, and the weapon discharged. Once again this occurred without depressing the trigger.

My confidence is shaken in this weapon, and in your products. I could have spent my hard earned money on a different firearm manufacturer, but due to my previous experiences with Remington, I chose the Model 700. Now, I have missed the opportunity at the largest buck I have ever seen, I am unable to use my new rifle for an expensive hunting trip, and unable to use my rifle for hunting in Michigan.

When the rifle malfunctioned initially, I suspected I was the cause of it. I was sure I had not touched the trigger, but though I may have brushed it or bumped it inadvertently because of my faith in Remington weapons' reliability. When it happened the second time I had made absolutely certain to keep my hand and all of my equipment away from the trigger. The third time, I demonstrated the malfunction to my hunting partners by moving the safety only and supporting the firearm with my other hand with the

muzzle pointed in a safe direction. I have used many weapons, and I have never experienced a malfunction like this. The weapon has only had 60 rounds fired through it, including the three misfires.

After speaking to someone at Remington regarding my rifle, I am going to receive a box and postage to send my rifle in for an inspection. This is fine and good, but how will I ever be able to trust the rifle again? The rifle was supposed to be functioning from the factory, but it wasn't originally. I don't know how to express how angry, frustrated, scared, and disappointed with my purchase and rifle I am. My confidence and appreciation for Remington weapons and products has been reduced to nothing.

Furthering my growing distrust in Remington as a company and their firearms are the many reports of other rifles misfiring. I understand the millions of rifles manufactured without defects or malfunctions, but a weapon discharging without depressing the trigger has the potential to be tragic. I fear my rifle. This malfunction has taken what should be a fun, enjoyable, and rewarding experience into a disappointing and scary experience.

The consumer affairs administrator I spoke with is Dell Fulcher. The reference is #9457. Model 700, Serial# RR04726A. She responded to my concerns and frustrations extremely well. I appreciated her professionalism and assistance. She should be commended for her service.

I am not sure what can be done to rectify this situation, but hopefully there is something or some way to restore my faith in my weapon and Remington as a brand and company.

Thank you for your time and consideration.

My contact information can be found below.

Edward Williams
616-401-7220
633 Parkwood St NE
Grand Rapids, MI 49503

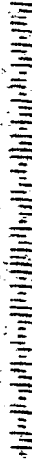
Edward Williams
633 Parkwood St NE
Grand Rapids, MI 49503



NOVEMBER 31

Remington Arms Company LLC
870 Remington Drive
P.O. Box 700
Mason, NC 27025-0700

27025070000



ARS LABEL REQUEST FORM

DATE: 11/13/2013	Service Request # SR00067433
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: Eichenlaub	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	EDWARD WILLIAMS 633 PARKWOOD ST. NE GRAND RAPIDS, MI 49508 US SR00067433 Email:
RETURN ITEM TO:	ILN Arms Services



4XV596 NOV 13, 2013 ALL CURR USD 1 OF 1
 SVC CHG000 ACT WT 10.0 LBS
 TRACKING# 174XX0500007004100
 REF 1: SR00067433
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	CCD 0.00	SVC T/P USD 0.50
DC 0.00	DCD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.34		PUB+HANDLING 10.34

ATTN: Product Service





