

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9386

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/31/2013		10/29/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Carmen	Compton	127 MT Highway 200	Heron	MT	59844		H 406-847-5541 E nox8723@blackfoot.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Blew a hole in hunting blind	Cause:4079 Other - Unexamined		Unknown
S	FSR	Concern:1007 Fired on Safe Release		
C				

10/31/13: Customer called in. She stated she was using the rifle on 10/29/13 and it fired when going from fire to safe. She said the incident blew a hole in the hunting blind. She stated her ears are ringing. She stated she has hunted w/rifle for 5 years & never had a problem. She stated she knows what she's doing when hunting & asked why there was no recall on the rifle. She said that she was recording the conversation and wanted to know why she was seeing reports and lawsuits all over the internet. She said she wanted the gun taken in and repaired for free - period or she would consider an attorney. She doesn't believe any testing that we may do at the factory would be reliable. She stated the gun should be recalled and asked to speak with someone higher up. df 11/1/13: Customer spoke w/Kris Carson. She stated the gun fired when going from Safe to Fire. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	B6322725		9/29/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	BOB WARD SONS MISSOULA MT		N			

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				

10/31/13: Offered to send shipping label & rifle box to get gun in for exam & then I would contact her after I get the report to let her know what we found and what needs to be done. I emailed Kris Carson & Derek Watkins w/a request to contact the customer. df 11/1/13: Customer spoke w/Kris Carson & has agreed to send rifle in for BLM. Kris stated to have the work done at no charge to customer. Rifle box order # 1558163. ARS, letter & SR paperwork

[http://cps03sp01.remington.com:99/Remington\\_PSA/PrintDisplay.aspx?ID=9386&Type=C...](http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9386&Type=C...) 1/3/2014

emailed to customer. df1/3/14: No movement on the shipping label I mailed to the customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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**Fulcher, Dell Marie**

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**From:** Blue C Ranch [nox8723@blackfoot.net]  
**Sent:** Friday, November 01, 2013 8:09 PM  
**To:** Fulcher, Dell Marie  
**Subject:** RE: Remington Ref# 9386

Hi Dell Marie

Just wanted to let you know I received the email with the shipping label.

Will send out as soon as the box arrives.

I appreciate the quick and courteous response to my issue from Remington.

Cheers

Carmen Compton

-----Original Message-----

**From:** Fulcher, Dell Marie [mailto:Dell.Fulcher@remington.com]  
**Sent:** Friday, November 01, 2013 12:56 PM  
**To:** nox8723@blackfoot.net  
**Subject:** Remington Ref# 9386

Please see attachment.

A pre-paid shipping label will arrive in a separate email.

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, LLC PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email: [dell.fulcher@remington.com](mailto:dell.fulcher@remington.com) Freedom Group  
Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes  
Bullets | Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker Gun | Para USA

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Tracking Detail

Like

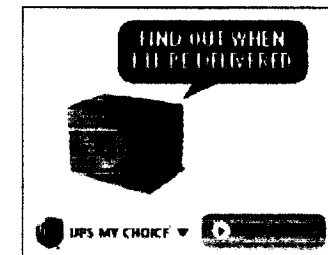
Share

Print

Help

**1Z1148130300637587***Rifle box*

Updated: 11/19/2013 8:58 A.M. Eastern Time

**Delivered****Delivered On:**  
Tuesday, 11/12/2013 at 3:39 P.M.**Left At:**  
Porch[Proof of Delivery](#)[Request Status Updates »](#)Never track again! Get **FREE**  
alerts for all packages  
coming to your home.**Continue**[I am already a UPS My Choice Member](#)**Shipping Information****To:**  
**HERON, MT, US****Shipped By****UPS Ground****Additional Information****Shipped/Billed On:** 11/05/2013  
**Type:** Package  
**Weight:** 1.60 lbs**Shipment Progress**[What's This?](#)



November 1, 2013

Carmen Compton  
127 MT Highway 200  
Heron, MT 59844  
Phone: 406-847-5541

11/1/13:  
Emailed to  
customer

Ref # 9386, Model 700, Serial# B6322725

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and repair will arrive in a separate email. The shipping label is for a UPS Hub or UPS Terminal.

A rifle box for shipping has been ordered and will arrive in approximately 5-7 business days.

**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 and repairing the firearm and will contact me with the results.

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

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686  
Fax: 336-548-7872 or 7883

enclosure



November 1, 2013

Carmen Compton  
127 MT Highway 200  
Heron, MT 59844  
Phone: 406-847-5541

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Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686  
Fax: 336-548-7872 or 7883

enclosure

# 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](http://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.**

<b>Service Request Number</b> SR00066292	<b>Serial Number / Description</b> B6322725 Model 700 Center Fire Caliber: 243	<b>Date of Request:</b> 11/01/2013 <b>Date Printed:</b> 11/01/2013
<b>Customer:</b> CARMEN COMPTON 127 MT HIGHWAY 200 HERON, MT 59844 US  Email: nox8723@blackfoot.net	<b>Destination:</b> 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.		
<b>Reason For Return:</b> MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		
<b>Service Request Section:</b> Product Service # 9386. dmf		
<b>Parts And Service Details</b>		
<b>Material</b>	<b>Type</b>	<b>Description</b>
		<b>Qty Needed</b>
		<b>Warranty</b>
		<b>Price</b>
		<b>Disc</b>
		<b>Amount</b>
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.		<b>Sub Total:</b> .00 <b>Est Sales Tax:</b> .00 <b>Grand Total:</b> \$ .00

# 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](http://www.Remington.com)

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<b>Service Request Number</b> SR00066292	<b>Serial Number / Description</b> B6322725 Model 700 Center Fire Caliber: 243	<b>Date of Request:</b> 11/01/2013 <b>Date Printed:</b> 11/01/2013
<b>Customer:</b> CARMEN COMPTON 127 MT HIGHWAY 200 HERON, MT 59844 US  Email: nox8723@blackfoot.net	<b>Destination:</b> 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.		
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<b>Parts And Service Details</b>		
<b>Material</b>	<b>Type</b>	<b>Description</b>
		<b>Qty Needed</b>
		<b>Warranty</b>
		<b>Price</b>
		<b>Disc</b>
		<b>Amount</b>
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.		<b>Sub Total:</b> .00 <b>Est Sales Tax:</b> .00 <b>Grand Total:</b> \$ .00



Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00066292  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service



**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** nox8723@blackfoot.net  
**Sent:** Friday, November 01, 2013 2:58 PM  
**Subject:** Relayed: Message relayed (nox8723@blackfoot.net)

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

nox8723@blackfoot.net

Subject:

## **Fulcher, Dell Marie**

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**From:** Carson, D. Kris  
**Sent:** Friday, November 01, 2013 2:32 PM  
**To:** Fulcher, Dell Marie  
**Subject:** RE: PS Initial contact Form - Carmen Compton

[nox8723@blackfoot.net](mailto:nox8723@blackfoot.net)

sorry!

**From:** Fulcher, Dell Marie  
**Sent:** Friday, November 01, 2013 1:31 PM  
**To:** Carson, D. Kris  
**Subject:** RE: PS Initial contact Form - Carmen Compton

What's her email address?

**Dell Fulcher** | Consumer Affairs Administrator  
**Remington Arms Company, LLC**  
PO Box 700, Madison, NC 27025-0700  
Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:  
[dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

Freedom Group Family of Companies: Remington | Marlin |  
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |  
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker  
Gun | Para USA

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**From:** Carson, D. Kris  
**Sent:** Friday, November 01, 2013 2:25 PM  
**To:** Fulcher, Dell Marie  
**Cc:** Watkins, Derek L.  
**Subject:** RE: PS Initial contact Form - Carmen Compton

I talked with Carmen this morning.  
She walked me thru the events. She stated that she had chambered a round, closed the bolt down and was moving the safety from "S" to "F" when the gun discharged.  
Since her gun was manufactured in 1981, I discussed with her the Safety Modification Program associated with this rifle.  
I had her look at it on the Remington website while we were on the phone.  
She has agreed to go ahead and send the gun in for the modification.

I told her we would be sending her a label out with shipping instructions. Additionally, I told her there would be no charge for this.

I did provide her with your contact information for any questions regarding shipping the gun.

I know we are in the beginning of hunting season, but please see if we can expedite any work to close this out.

Thanks,

Kris

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**From:** Fulcher, Dell Marie

**Sent:** Thursday, October 31, 2013 2:56 PM

**To:** Carson, D. Kris

**Cc:** Watkins, Derek L.

**Subject:** PS Initial contact Form - Carmen Compton

Please see attachment.

Ms. Compton would like to speak with someone higher up as soon as possible.

Thank you,

**Dell Fulcher** | Consumer Affairs Administrator

**Remington Arms Company, LLC**

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

[dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

Freedom Group Family of Companies: Remington | Marlin |  
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |  
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker  
Gun | Para USA

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**Fulcher, Dell Marie**

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**From:** Fulcher, Dell Marie  
**Sent:** Thursday, October 31, 2013 3:55 PM  
**To:** Carson, D. Kris  
**Cc:** Watkins, Derek L.  
**Subject:** PS Initial contact Form - Carmen Compton  
**Attachments:** PS Initial contact Form.xlsx

Please see attachment.

Ms. Compton would like to speak with someone higher up as soon as possible.

Thank you,

**Dell Fulcher** | Consumer Affairs Administrator

**Remington Arms Company, LLC**

**PO Box 700, Madison, NC 27025-0700**

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**[dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)**

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Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker  
Gun | Para USA

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Case #	9386	Date of Call	10/31/13	Date of Incident	10/29/13	PreLit		Lit		Obs	
Reporter name				Incident name	Carmen Compton						
address	City State Zip			address	127 MT Highway 200 Heron MT 59844						
contact #'s				contact #'s	406-847-5541						
email				email							
Injury	none										
Medical Treatment	n/a										
Alleged cause	Fired going from Fire to Safe										
Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased						
700	B6322725	243 Rem	1981	NO	n/a						
Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info					
Other											
Notes:	Customer called in. She stated she was using the rifle on 10/29/13 and it fired when going from fire to safe. She said the incident blew a hole in the hunting blind. She stated her ears are ringing. She stated she has hunted w/rifle for 5 years & never had a problem. She stated she knows what she's doing when hunting & asked why there was no recall on the rifle. She said that she was recording the conversation and wanted to know why she was seeing reports and lawsuits all over the internet. She said she wanted the gun taken in and repaired for free - period or she would consider an attorney. She doesn't believe any testing that we may do at the factory would be reliable. She stated the gun should be recalled and asked to speak with someone higher up.										
Customer's Request	repair at no charge										
My actions/offers	Offered to send shipping label & rifle box to get gun in for exam & then I would contact her after I get the report to let her know what we found and what needs to be done.										

## ARS LABEL REQUEST FORM

DATE: 11/01/2013	Service Request # SR00066292
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fuicherdm	email address:

### Business:

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

## LABEL INFORMATION

### MAIL LABEL TO:

CARMEN COMPTON  
127 MT HIGHWAY 200  
HERON, MT 59844 US  
SR00066292  
Email: nox8723@blackfoot.net

### RETURN ITEM TO:

ILN  
Arms Services



4XX596 NOV 1, 2013 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066555003  
REF 1:SR00066292  
REF 2:

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
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 14.79	PUB+HANDLING	14.79

ATTN: Product Service