

Remington Arms Co., Inc.
Product Service
Legal Case #:8487

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/16/2013	1/18/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		L.W.	Crim	1186 Hillcrest Dr	New Braunfels	TX	78130		E lwcrim@att.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				

PI

PD Wall of RV, chair, two pillows

Cause:4079 Other - Unexamined
Concern:1007 Fired on Safe Release

Unknown

S

C

1/16/13 Per email sent to Remington.com, incid #130107-000134, "Recently I was in my rv at the hunting lease. As prepared to put my model 700 30-06 rifle away, I put the safety in the fire position to eject a shell. Much to my surprise the gun fired. The bullet passed thru 2 pillows, a chair and then out the wall of the rv. I took the rifle to Dietz Gunsmith in New Braunfels, TX, HWY 46 and they have repaired the rifle safety for a fee of \$86.16. I would like to be reimbursed for this fee. I can repair the chair and the hole in the rv wall for a minimum expense."em

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006 SPR	n/a	B6279913		2/2/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	S W MAURICE SPT ARLINGTON TX		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
Refund \$86.16 for repair			86.16		1/18/2013	

Repair/Replacement Cost Repair/Replacement Date

1/16/13 Emailed Crim to send itemized repair bill for review. Asked if he was the original owner. Provided my direct contact info.cm 1/18/13
Received receipt for repair. Created G408 for refund.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Mitchell, Christy

From: Weldon [lwcrim@att.net]
Sent: Thursday, January 17, 2013 10:10 AM
To: Mitchell, Christy
Subject: Reference #130107-000134
Attachments: [Untitled].pdf

Christy,

Attached is the invoice from Dietz Gun Shop & Shooting Range. I picked it up yesterday because they did not give me one when I picked the rifle up January 6, 2013.

Note the difference in totals, my original email stated \$86.16 and this one states \$85.80. They could not tell me why there was a difference. I would not be concerned about the difference.

As a side note, the gunsmith (Rudy) was somewhat arrogant and did not want me to pursue this with Remington. I feel his comments and thoughts were related to the present political strife in our country regarding firearms and expressed his displeasure in making his comment, the safety/gun was "dirty and gummy". I obviously disagree with his comment.

Please advise if you do not receive the attachment-invoice.

I thank you and Remington for your consideration in this matter, reference # 130107-000134.

Sincerely,

L.W. Crim
1186 Hillcrest Dr.
New Braunfels, Tx 78130

To:
Subject:

~~Welder@wagner.com~~
Thursday, January 17, 2013 10:17 AM
Mitchell, Christy
Reference # 130107-000134

I sent you a email with the Invoice from Dietz Gunshop & Range attached.

You also ask if I purchased the rifle new....I failed to answer the question, but yes it was new when purchased.

Thank you,

DIETZ GUN SHOP & RANGE, INC.

421 RANGE ROAD

NEW BRAUNFELS, TEXAS 78132-3778

HWY. 46 WEST

PHONE: (830) 885-4662

1 CLEAN RIFLE & TRIGGER (DIRTY & GUMMED UP)	25.00
1 ADJ. TRIGGER TO 2 1/2 #	35.00
1 MODIFY SAFETY TO NEW DESIGN	20.00
	80.00
7.25% TAX	5.80
Paid in full	\$ 85.80
1-6-2013	
(LEONARD CRIM)	

Reference #
 130107-000134

Status
 Waiting

Assigned To
 Administrators
 Christy -

Product
 Firearms
 Parts & Repair

SLA
 Not specified

Queue
 CSR

Date Created
 01/07/2013 08:00 PM

Date Initial Solution Response
 01/16/2013 09:34 AM

Last Updated
 01/16/2013 09:34 AM

Customer SmartSense
 +1 (on -3 to +3 scale)

Staff SmartSense
 -1 (on -3 to +3 scale)

700 mis-fire

8487

Discussion Thread**Response (Christy -)**

01/16/2013 09:34 AM

Mr. Crim, I am sorry to hear of the incident and damages. Please send an itemized bill for review to my attention. Did you buy this firearm new or used? The manufacture date for this rifle is 1981.

My direct contact information follows. I'll have all your information on file so you can simply send the info to me or call me direct if you have any questions.

Sincerely,
 Christy Mitchell
 Consumer Affairs Administrator
 PO Box 700
 Madison, NC 27025
 800-243-9700, ext 8684
christy.mitchell@remington.com

Customer (n Weldon)

01/07/2013 08:00 PM

Recently I was in my rv at the hunting lease. As prepared to put my model 700 30-06 rifle away, I put the safety in the fire position to eject a shell. Much to my surprise the gun fired. The bullet passed thru 2 pillows, a chair and then out the wall of the rv.

I took the rifle to Dietz Gunsmith in New Braunfels, TX, HWY 46 and they have repaired the rifle safety for a fee of \$86.16. I would like to be reimbursed for this fee.

I can repair the chair and the hole in the rv wall for a minimum expense.

Model 700 BDL, 30-06 serial number 86279913.

Thank you,

L.W. Crim
 1186 Hillcrest Dr.
 New Braunfels, TX 78130

Primary Contact

First Name: n
Last Name: Weldon
Organization:

Login: lwcrim@att.net
Title:

Contact Type:

Email: lwcrim@att.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