

BARBER - Kinzer PPS GAL RE0008817

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2978

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/15/2008		12/13/2008			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Johnson	217 Englewood Dr	League City	TX	77573		H 281-229-2153

## Incident Information

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

12/15/08 Deer hunting this weekend, he took off safe and it discharged. The safety and trigger are locked up. He took the stock off and it has a Texas Basix trigger. He called Tx Basix and they said it's a Rem problem. Mr. Johnson has pulled the stock off and extracted the brass but no other alterations. He will pull his scope off.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 SAUM	25681	G6308880		5/6/2003 1:02:54 PM

  

Date Purchased	Where Purchased	Accessories	Original Owner
	GLENN ZANDERS FUR & SPORT		U

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	/165	300 SAUM				
Concern	Other	Factory	Reload			
0:		Y	N			

## Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

12/15/08 Sent ARS.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

- This weekend

Case #	2978	Date of Call	12/15/08	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident name	Phil Johnson
address		address	217 Englewood Dr.
			League City TX 77573
contact #'s		contact #'s	281-229-2153
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
	66308880	300 S. Mag	2003					Police

20" Flat Fluting

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info
Rem		300 S. Mag	165			

Other Product	
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Notes:	Deer hunting, put safety off, rifle discharged, locked up safety & trigger. Texas Basix trigger. He called TX Basix & they said it's a Rem. problem. He's only pulled stock off & will send it to us. He's extracted the brass. Has Zeiss scope on it.
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Customer's Request	Wants our trigger put back on. Estimate for tactical trigger when back in.
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My actions/offers	
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December 17, 2008

Michael Johnson  
217 Englewood Dr  
League City, TX 77573

Subject: #2978, Model 700

Dear Mr. Johnson,

I am sorry to learn about the unfortunate incident you experienced with the Model 700. As I mentioned, enclosed is a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. **I have also included a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8684  
E-mail: [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

**Dodson, Cathy**

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**From:** Mitchell, Christy  
**Sent:** Wednesday, December 17, 2008 12:31 PM  
**To:** Dodson, Cathy  
**Subject:** FW: ARS

I didn't get this one either. My Outlook was offline so you may not have even received these emails. Can I get these to mail out today?

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**From:** Mitchell, Christy  
**Sent:** Monday, December 15, 2008 2:00 PM  
**To:** Dodson, Cathy  
**Subject:** ARS

For a Model 700, 10 lbs, to product service.

Michael Johnson  
217 Englewood Dr  
League City, TX 77573

**Christy Mitchell**  
**Consumer Affairs Administrator**  
**Remington Arms, Inc**  
**PO Box 700**  
**870 Remington Dr**  
**Madison, NC 27025**  
**800-243-9700, ext 8684**  
**fax: 336-548-7784**  
**christy.mitchell@remington.com**

4XX596 DEC 17, 2008 ALL CURR USD 1 OF 1  
SERVICE GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065087459  
REF 1:MICHAEL JOHNSON/CM  
REF 2:REF#700  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DG 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 9.58 PUB+HANDLING 9.58

12/17/2008