

Remington Arms Co., Inc.
Product Service
Legal Case #:2125

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
141943	2/20/2008	2/11/2008	3/6/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Polk County Sheriff's Dept	Michael	Stoffel	1005 West Main St Suite 900	Balsam Lake	WI	54810		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	rifle fired on its own	Concern:1025 Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

2/11/08-email from Fred Supry-cust was a sniper drill, closed bolt, grabbed rifle and it fired. Gun was in factory in 2002 RE52008 and trigger pull was adjusted at that time.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25739	G6233651		3/14/2002 6:54:30 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMCHAR WHOLESALE INC (WL)		U			

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					

2/11/08-sending ars & ltr.lw - 3/6/2008 This gun came in 2/20/2008 and missed getting to Product Service the repair quoted the repairs and the the quote was accepted. The gun is currently being repaired and will be returned to the customer fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

WRS

Watson, Laura M.

From: Supry, Fred L.
Sent: Friday, February 08, 2008 8:30 AM
To: Watson, Laura M.
Subject: ARS Label

2/8/2008

Laura,

Please send an ARS label to:

Michael Stoffel, Patrol Sergeant
Polk County Sheriff's Department
1005 West Main Street, Suite 900
Balsam Lake, WI 54810

This is to get a Model 700 LTR returned that he claims, fired with no contact with the trigger, on the range during a sniper class.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

2/11/2008

Watson, Laura M.

From: Supry, Fred L.
Sent: Friday, February 08, 2008 12:58 PM
To: Watson, Laura M.
Subject: Stoffel

The serial number of the Model 700 for Sgt. Michael Stoffel is G6233651. He called me and told me the following:

It was during a sniper course drop down drill – with a round on the floor plate he closed the bolt and when he grabbed the stock the rifle fired. After the incident they took the action out of the stock and flushed the TA with Rem-Oil. This rifle has the X-Mark Pro trigger assembly. He claims no adjustments to the TA except it was returned to Remington previously to have the trigger pull reduced to 3.5 lbs.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

2/11/2008

Watson, Laura M.

From: Supry, Fred L.
Sent: Friday, February 08, 2008 1:01 PM
To: Watson, Laura M.
Subject: Stoffel

2/8/2008

The statement that the rifle has an X-Mark Pro trigger is wrong – He wants us to install an X-Mark Pro trigger.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoeffler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

2/11/2008



February 11, 2008

Michael Stoffel, Patrol Sergeant
Polk County Sheriff's Department
1005 West Main Street, Suite 900
Balsam Lake, WI 54810

Subject: Model 700LTR Serial: G6233651

Dear Sgt. Stoffel,

We were sorry to learn about the incident you experienced with your Model 700 LTR. As I understand it, the rifle fired on its own while at a sniper drill. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

Per your discussion with Fred Supry, I have enclosed 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 box. 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. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in cursive script that reads "Laura Watson".

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

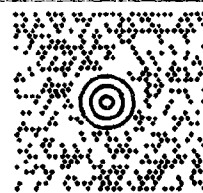
ATTN: MICHAEL STOFFEL, PATROL SGT
POLK COUNTY SHERIFF'S DEPT
1005 W MAIN ST
BALSHAM LAKE WI 54810

12 LBS
RS

1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOFELER AVE
ILION NY 13357

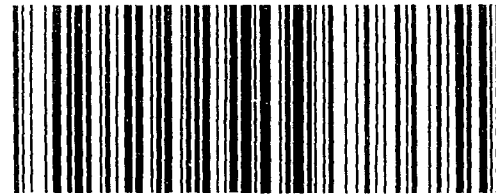


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6505 0470



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: POLK CTY SHERIFF DEPT/MICHAEL/LW
REF 2: REF# 700

WS 9.0.49

LP2844 72.0A 10/2007



International Shipping Notice: Cargo hereunder may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, whether or not they have been ratified by the U.S., in accordance with the Export Administration Regulations, Chapter 1, Section 1.2, are hereby incorporated by reference into this contract. For shipping rules, call 1-800-722-7822.

United Parcel Service, Louisville, KY

Oakley, Anita B.

From: Watson, Laura M.
Sent: Friday, February 08, 2008 8:34 AM
To: Media Coordinator Schedule
Subject: ARS requests
Attachments: image001.jpg



www.remington.com

Remington Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST

DATE:	2/8/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	12
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXX
DESCRIPTION: REF: 700			

LABEL INFORMATION

MAIL LABEL TO: Michael Stoffel, Patrol Sergeant Polk County Sheriff's Department 1005 West Main Street, Suite 900 Balsam Lake, WI 54810		4XX596 FEB 8, 2008 ALL CURR USD SERVICE GND COM ACT WT 12.0 LBS TRACKING# 1Z4XX5969065050470 REF 1: POLK CTY SHERIFF DEPT/MICHAEL/LW REF 2: REF# 700	1 OF 1
RETURN ITEM Ilion, NY Attn: Product Service Factory Only (Need a label please)		HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: 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 8.22 PUB+HANDLING 8.22	

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

Remington®

141942 → .014
KSS/c
5th
2011

February 11, 2008

Michael Stoffel, Patrol Sergeant
Polk County Sheriff's Department
1005 West Main Street, Suite 900
Balsam Lake, WI 54810

Subject: Model 700LTR Serial: G6233651

141943
E6656370 - 141942

Dear Sgt. Stoffel,

We were sorry to learn about the incident you experienced with your Model 700 LTR. As I understand it, the rifle fired on its own while at a sniper drill. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

Per your discussion with Fred Supry, I have enclosed 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 box. 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. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

could not duplicate concern.
check over, replace TPA, repair,
clean as needed ~~replace~~

#230145

This got quoted a acceptor
Did not get to product ser
Another rifle

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Phone 800-243-9700 • www.remington.com

BARBER - Kinzer PPS GAL RE0009148

PS 10067

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00141942** Serial: **E6856370** Model: **700** Center Fire Caliber: **308 WIN** Produced: **07/24/2000** Repairman: **Patrick Bielanski**
 Verify Repair: **High Priority** Status: **Repairing 3/4/2008 3:00:05 PM**

Address Information

Customer: **TITUSVILLE POLICE DEPT** Received From: **TITUSVILLE POLICE DEPT** Return To: **TITUSVILLE POLICE DEPT** Received From: **TITUSVILLE POLICE DEPT**
 Name: **TITUSVILLE POLICE DEPT**
 Address 1: **ATTN DET JAMES Mc MARTIN 754** Address 2: **ATTN DET JAMES Mc MARTIN 754**
 Address 2: **1100 JOHN GLENN BLVD** PO Box: Address 2: **1100 JOHN GLENN BLVD** PO Box:
 City: **TITUSVILLE** City: **TITUSVILLE**
 State: **FL** Zip Code: **32780** Country: **US** State: **FL** Zip Code: **32780** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
2/29/2008 4:23:1	Comment	turnerar	Mailed Estimate to Custor	
3/3/2008 4:28:27	Reprint	turnerar	Single Quotation Reprint	
3/4/2008 2:56:26	Update	turnerar	Address, Billing, or Ship to	From Approval Screen
3/4/2008 2:56:36	Approved	turnerar	Phone call	
3/4/2008 2:56:41	Update	turnerar	Address, Billing, or Ship to	From Approval Screen
3/4/2008 2:56:56	Update	turnerar	Address, Billing, or Ship to	From Approval Screen
3/4/2008 3:00:06	Repairing	System	Immediate SAP Allocation	
3/5/2008 5:41:35	Expedite	pencil	From: ApproveRack	To: Repair Bench

Current Status

☐ Shipping Hold
☐ InterFace Hold
☒ Estimate Sent
☒ Parts Received
☐ Passed Inspection
☐ Return As Received
☒ Has been Approved
☐ Internal Repair

Repair Search **Refresh** **Close**

suprft 3/6/2008 10:55 AM CAPS NUM INS SERIAL

start Inbox - Microsoft Outlook Arms Services Repair Current Cases - Micros...

3/6/2008 10:55 AM

Arms Services Repair & Estimate System

File: Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00141942** Serial: E6656370 Model: 700 Center Fire Caliber: 308 WIN Produced: 07/24/2000 Repairman: Patrick Bielanski Status: Repairing: 3/4/2008 3:00:06 PM

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **TITUSVILLE POLICE DEPT** **TITUSVILLE POLICE DEPT**

Address 1: **ATTN DET JAMES Mc MARTIN 754** **ATTN DET JAMES Mc MARTIN 754**

Address 2: **1100 JOHN GLENN BLVD** **1100 JOHN GLENN BLVD** PO Box:

City: **TITUSVILLE** **TITUSVILLE**

State: **FL** Zip Code: **32780** Country: **US** State: **FL** Zip Code: **32780** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing			
Part	Type	Description	Need	Inv	Kit	Avail	Recv	Wint	Price	Disc	Ext Amt
F108516	P	700 BBL ASSB POL 308 V	1	1	0	1	1	N	227.60	30	159.32
F305570	P	700 X-MARK PRO TRIG A	1	1	0	1	1	N	90.00	30	63.00
4000104	S	ARMS SERV SHIPPING &	15	15	0	0	0	N	1.00	0	15.00
4000116	S	GR-LABOR	30	30	0	0	0	N	1.00	0	30.00
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	0	15.00

Parts: **222.32**

Labor: **45.00**

Ship/Handling: **15.00**

Est State Tax: **16.94**

Total: 299.26

☒ Charge Taxes

subryfl 3/6/2008 10:55 AM CAPS NUM RNS SCRL

start Inbox - Microsoft Outlook Arms Services Repair Current Case - Micro...

10:55 AM

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00141943** Serial: G6233651 Model 700 Center Fire Caliber Repairman: Patrick Bielanski
 Verify Repair: **High Priority** 308 WIN Produced: 03/14/2002 Status: Repairing 3/4/2008 3:00:06 PM

Address Information

Customer: Received From Return To: Received From
 Name: **TITUSVILLE POLICE DEPT** **TITUSVILLE POLICE DEPT**
 Address 1: **ATTN DET JAMES Mc MARTIN 754** **ATTN DET JAMES Mc MARTIN 754**
 Address 2: **1100 JOHN GLENN BLVD** PO Box: **1100 JOHN GLENN BLVD** PO Box:
 City: **TITUSVILLE** **TITUSVILLE**
 State: **FL** Zip Code: **32780** Country: **US** State: **FL** Zip Code: **32780** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
2/29/2008 3:30:2	ApprovalH	BatchJob	Quotation Control	
2/29/2008 4:23:2	Comment	turnerar	Mailed Estimate to Custor	
3/3/2008 4:28:44	Reprint	turnerar	Single Quotation Reprint	
3/3/2008 4:29:05	Reprint	turnerar	Single Quotation Reprint	
3/4/2008 2:56:01	Update	turnerar	Address, Billing, or Ship M	from Approval Screen
3/4/2008 2:56:05	Approved	turnerar	Phone call	
3/4/2008 3:00:05	Repairing	System	Immediate SAP Allocation	
3/5/2008 5:39:17	Expedite	pencercil	From: ApproveRack	To: Repair Bench

Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☒ Parts Received ☒ Passed Inspection ☐ Return As Received ☐ Has been Approved ☒ Internal Repair ☐

Current Status: **Repairing**
3/4/2008 3:00:06 PM
System
 Repair Bench
 Repair Location: **ILN**
 Current Location: **ILN**
 Transfer Number: **ILN**

Repair Search Refresh Close

suprvll 3/6/2008 10:54 AM CAPS NUM INS SCRL

start Inbox - Microsoft Outlook Arms Services Repair Current Cases - Micro...

CDT 10:54 AM

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00141943

Verify Repair: High Priority

Serial: G6233651, Model 700, Center Fire, Caliber 308 WIN Produced: 03/14/2002

Repairman: Patrick Bielanski

Status: Repairing 3/4/2008 3:00:06 PM

Address Information

Customer: Received From

Return To: Received From

Name: TITUSVILLE POLICE DEPT

Address 1: ATTN DET JAMES Mc MARTIN 754

Address 2: 1100 JOHN GLENN BLVD

City: TITUSVILLE

State: FL Zip Code: 32780 Country: US

FFL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Part	Type	Description	Need	Inv	Kit	Avail	Recv	Wint	Price	Disc	Ext Amt
F108516	P	700 BBL ASSB POL 308 v	1	1	0	1	1	N	227.60	30	159.32
F305570	P	700 X-MARK PRO TRIG A	1	1	0	1	1	N	90.00	30	63.00
4000104	S	ARMS SERV SHIPPING &	15	15	0	0	0	N	1.00	0	15.00
4000116	S	GR-LABOR	30	30	0	0	0	N	1.00	0	30.00
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	0	15.00

Parts: 222.32

Labor: 45.00

Ship/Handling: 15.00

Est State Tax: 16.94

Total: 299.26

☒ Charge Taxes

Repair Search

Refresh

Close

supri/l3/6/200810:55 AMCAPSNUMINS

SCRL

11stanInbox - Microsoft OutlookArms Services RepairCurrent Cases - Microsoft Office Word

10:55 AM