

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4977

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212111		11/4/2010	12/7/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Grissom	15915 Red Oak Ridge Dr	Littlefalls	MN	56345		H 320-260-5934 E ragrissom@fedex.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole in door of deer stand	Cause:4038	Could Not Duplicate Concern		Unknown
S Fired on safety release	Concern:1007	Fired on Safe Release		
C				

11/4/10 Per email to Remington.com, incid # 10101-000020, "I have these 2 rifles and I know the model seven wsm 300 has gone off when the safety was released. After the 1st time on the range I took the rifle to a gunsmith and he replaced the trigger asy. During deer season the gun went off in the deer stand shooting a hole thru the door. The trigger was not touched. This was the gun that had the trigger asy replaced. I have not shot the 700 ultra mag as I want to know it wont do the same as the wsm model seven. I have 1500.00 plus in these 2 rifles and cant use them."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/300 SAUM	n/a	7769060		8/29/2002 6:45:24 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		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
Per Ilion, replace trigger assm no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	124.72	12/6/2010				

11/4/10 Emailing ARS labels and letter.cm 12/7/10 Per Ilion, replacing TA at no charge as gesture of goodwill. Could not duplicate cocern.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4038	Could Not Duplicate Concern	Altered adjustments

Barrel	Description		
	Date Code		
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description	Model 7	
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Pull	Trigger	Condition	Like new; Functioning
Altered		---Select---	5 lbs
Sub-Assembly		True	
		M/700 Non-Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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BARBER - Kinzer PPS GAL RE 0010850

**Reference #**  
101101-000020

**Status**  
Updated

**Assigned To**  
Administrators  
Christy -

**Product**  
Accessories

**SLA**  
Not specified

**Queue**  
CSR

**Model 700 300 ultra mag and model seven wsm 300****Discussion Thread****Customer (Rick Grissom)**

My email would be fine for sending labels

4977

11/04/2010 09:26 AM

From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, November 03, 2010 4:16 PM

To: ragrissom@fedex.com

Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Customer (Rick Grissom)**

Sorry I didn't mean box. I was thinking a label. For the other rifle. Thx again Rick

11/04/2010 09:26 AM

From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, November 03, 2010 4:16 PM

To: ragrissom@fedex.com

Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Customer (Rick Grissom)**

Thanks for your response so quickly. The address would be 15915 red oak ridge dr Littlefalls MN 56345  
Would you send 2 boxes as I have the Model seven that is also discharged when the safety is released. Thx  
for your help Rick

11/04/2010 09:26 AM

From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, November 03, 2010 4:16 PM

To: ragrissom@fedex.com

Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Response (Christy -)**

11/03/2010 05:16 PM

Mr. Grissom, I can send you a prepaid UPS ground shipping label to cover shipment and a free inspection at  
the factory to ensure that your Model 700 Ultra Mag is within factory specifications and test it to be sure there  
are no safety problems.

I will also send you a letter that I would ask you to insert inside the box with the rifle before shipping. Let me  
know what address you would like on the label as that would be the address the rifle would return to and it will  
require an adult signature.

I can email or fax the labels and letters if you prefer to speed the process. I'll await your reply.

Sincerely,

Christy Mitchell

**Customer (Rick Grissom)**

11/01/2010 09:12 AM

Morning Remington, I have these 2 rifles and I know the model seven wsm 300 has gone off when the safety  
was released. After the 1st time on the range I took the rifle to a gunsmith and he replaced the trigger asy.  
During deer season the gun went off in the deer stand shooting a hole thru the door. The trigger was not  
touched. This was the gun that had the trigger asy replaced. I have not shot the 700 ultra mag as I want to  
know it wont do the same as the wsm model seven. I have 1500.00 plus in these 2 rifles and cant use them.  
What can you do for me????? Rick Grissom 1 320 260 5934

**Primary Contact****First Name:** Rick**Last Name:** Grissom**Organization:****Login:** ragrissom@fedex.com**Title:****Contact Type:****Email:** ragrissom@fedex.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**
[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p\\_sid=jl...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=jl...) 11/4/2010

Repair Number	RE00212111	Serial: 7769050 Model 7, Center Fire, Caliber: 300 REM SA ULTRA MAG Produced 08/29/2002 SKU 24791	Repairman	Status: New 12/1/2010 1:19:27 PM
Verify Repair				

  

<b>ADDRESS INFORMATION</b>				
<b>Customer</b>	<input type="radio"/> Received from	<b>Return To</b>	<input type="radio"/> Received from	
Name:	RICK GRISSOM		RICK GRISSOM	
Address 1:	15915 RED OAK RIDGE DR.		15915 RED OAK RIDGE DR.	
Address 2:	PO Box:		PO Box:	
City:	LITTLE FALLS		LITTLE FALLS	
State:	MN	Zip Code:	56345	Country:
	US			

  

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
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Date	Code	User ID	Desc1	Desc2	
12/1/2011	New	lpatell	Repair Added		
12/3/2010 10...	Expedite	supjill	From: Check In	To: Repair Bench	

  

<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC	<b>Current Status</b> New 12/1/2010 1:19:27 PM lpatell Repair Bench Repair Location ILN Current Location Transfer Number
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<b>Repair Search</b>	<b>Refresh</b> <b>Close</b>
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$$\begin{array}{r} 1.55 \\ 28.18 \\ 149 \\ 27. - \\ 35. - \\ 17.50 \\ 15. - \\ \hline 124.72 \end{array}$$

RECEIVED  
DEC 10 2019

BY: \_\_\_\_\_



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>ragrissom@fedex.com</u>		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
Model 700 & Model 7			

## LABEL IN

MAIL LABEL TO: Rick Grissom  
Email to him at:  
ragrissom@fedex.com  
15915 Red Oak Ridge Dr  
Littlefalls, MN 56345

RETURN ITEM TO: Rem Product Service

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 2  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5963067319851  
REF 1: RICK GRISSOM/CD/CM  
REF 2: 700  
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 9.24 PUB+HANDLING 9.24

4XX596 NOV 5, 2010 ALL CURR USD 2 OF 2  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969067207619  
REF 1: RICK GRISSOM/CD/CM  
REF 2: MODEL 7

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 9.24 PUB+HANDLING 9.24

ragrissom@fedex.com

7769060

**Rick Grissom**

**From:** Mitchell, Christy [Christy.Mitchell@remington.com]  
**Sent:** Wednesday, November 17, 2010 8:44 AM  
**To:** Rick Grissom  
**Subject:** RE: Grissom, Rick.cm.doc  
**Attachments:** Grissom, Rick.cm.doc

Sorry Rick! If it doesn't come through, print this email instead and put it inside with the rifles.

Case # 4855

Model 7 and 700

Contact Christy Mitchell after inspection

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

670 Remington Dr.

Madison NC 27015-0700

Phone: 336.548.8684

Fax: 336.548.7972 or 336.548.7784

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Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,  
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced Armament  
Corp., Barnes Bullets, INTC

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**From:** Rick Grissom [mailto:ragrissom@fedex.com]  
**Sent:** Wednesday, November 17, 2010 9:37 AM  
**To:** Mitchell, Christy  
**Subject:** RE: Grissom, Rick.cm.doc

Morning Christy, there was no letter attached to this email. Thx Rick

**From:** Mitchell, Christy [mailto:Christy.Mitchell@remington.com]  
**Sent:** Friday, November 05, 2010 4:25 PM  
**To:** ragrissom@fedex.com  
**Subject:** RE: Grissom, Rick.cm.doc

Mr. Grissom, let me know if you receive this. I'll check on the UPS email and get back with you Monday.  
Christy Mitchell

11/17/2010