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

Case Information

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

Customer Information

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

Incident Information

Claims Medical Status Codes Repair Est. Medical Treatment

ΡI

Cause: 4038 Could Not Duplicate Concern PD hole in door of deer stand

Fired on safety release Concern: 1007 Fired on Safe Release Unknown

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 CF/BA 700/300 RUM n/a Remington

Where Purchased **Original Owner** Date Purchased Accessories

Model/Ga. SKU Mfg. Type Serial Bbl. DOM CF/BA 7/300 SAUM 7769060 8/29/2002 6:45:24 PM Remington n/a

Accessories **Original Owner Date Purchased** Where Purchased

BILL HICKS & COLTD U

Ammunition Information - None Defined Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Cash Reim. Date Cash Date Release of Claims Settlement Release Date Reimbursement Settlement APV APV

Per Ilion, replace trigger assm no charge as goodwill

Repair/Replacement Repair/Replacement Cost 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
	Examiner		Supry
Examination	Exam Date		12/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4038	Could Not Duplicate Concern	Altered adjustments

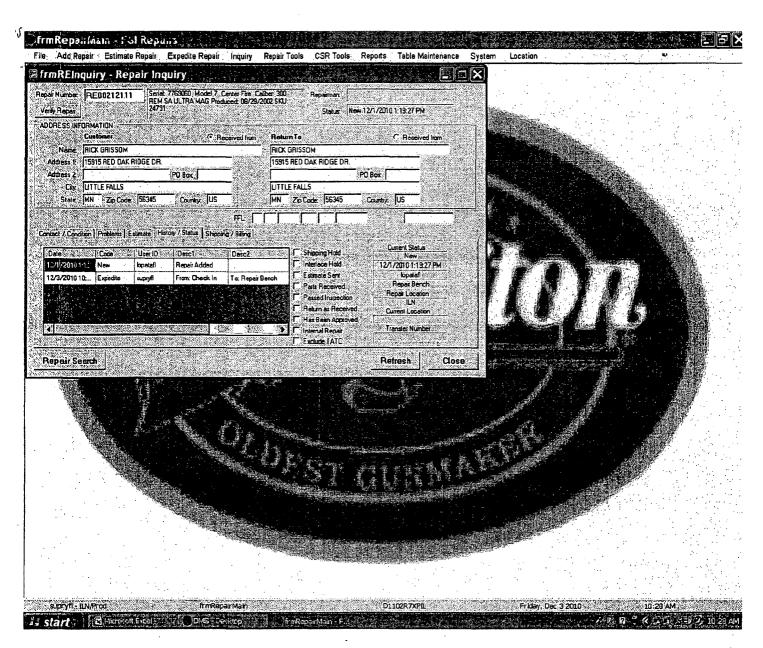
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4977&Type=Case

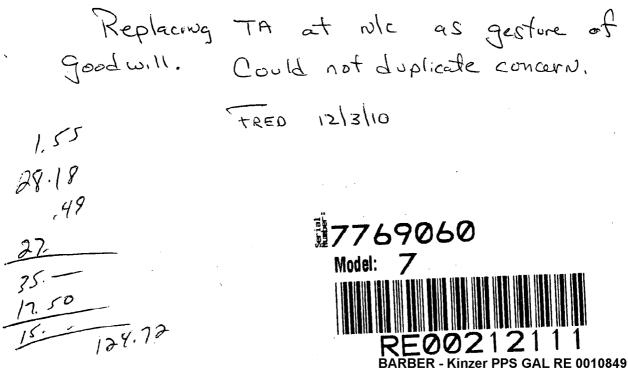
1/30/2011

,	Description	-	
Barrel	Date Code		
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		···
	Muzzle/Crown Condition	Select	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
Bolt	Face	Like new; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
Extractor	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
	Notch Condition	Select	
	Condition	Select	
Magazine	Box Condition	Like new; Functioning	
	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Like new; Functioning	
	Bulged	False	·
	Description		Model 7
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
_	Lift	Select	no measured
Sear	Notch	Like new; Functioning	
		Condition	Like new; Functioning
Pull	Trigger	Select	5 lbs
Altered		True	
Sub-Assembly		M/700 Non-Bolt Lock	

Examination[Remington/CF/BA]

			<u></u>
Part	Sub-Part	Code	Comment
	000 1 000		





11/04/2010 09:26 AM

11/04/2010 09:26 AM

Reference # 101101-000020 Status Updated **Assigned To** Administrators Christy -Product Accessories

SLA

Not specified Queue

CSR

Date Created 11/01/2010 09:12 AM

Initial Response 11/03/2010 05:16 PM Last Updated

11/04/2010 09:26 AM

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

Staff SmartSense 0 (on -3 to +3 scale)

Model 700 300 ultra mag and model seven wsm 300

Discussion Thread

Customer (Rick Grissom)

My email would be fine for sending labels

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

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)

11/04/2010 09:26 AM

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

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:

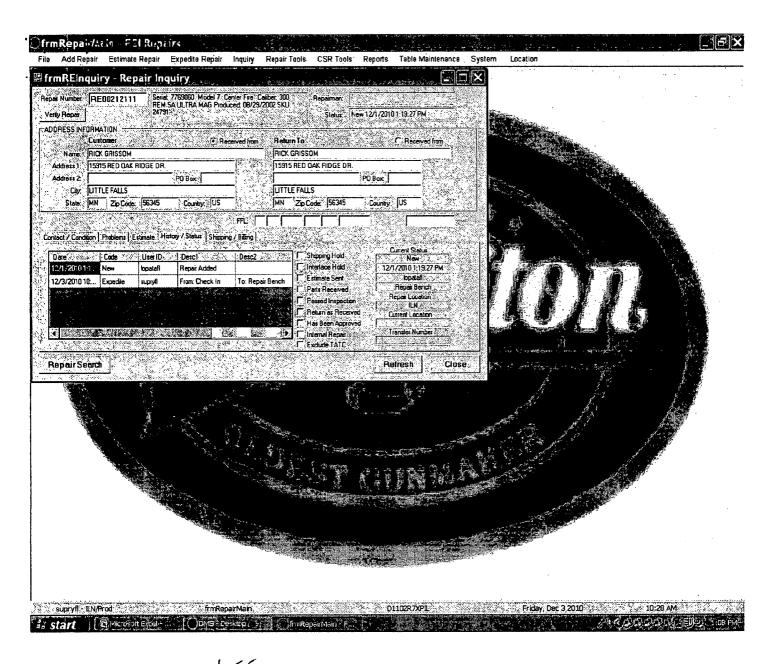
City State/Province

Postal Code

Country

Additional Information

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc print.php?p sid=jl... 11/4/2010



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27.
38.
17.50
15.
124.72
1.72.10

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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 GHEOX ONE MEDIA COORDINATOR TO MAIL	Email to him at: ragrissom@fedex.com	I WILL MAIL
DESCRIPTION:	Model 700 & Model 7	4XX596 NOV 5, 2010 ALL CURR USD 1 OF 2 SVC CNDCOM ACT BT 10 0 L6S TRACKING# 1Z4XX5963057319801
MAIL LABEL TO:	Rick Grissom Email to him at: ragrissom@fedex.com	REF 1/RICK GRISSOM/CD/CM REF 2:700 IN POSSIBLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRCS: SVC T/P USD SOM 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 S 24
RETURN ITEM TO:	15915 Red Oak Ridge Dr Littlefalls, MN 56345 Rem Product Service	4XX596 NOV 5, 2010 ALL CURR USD 2 GF 2 SVC GNDCOM ACT UT 10.0 LBS TRACKING# 124XX5969067207619 REF 1 RICK GRISSOM/CD/CM REF 2 MODEL 7 HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD DV 0.00 COD 0.00 RS 1.00 DC 0.00 RD 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



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.

aze #\4855 Modeリ and 700

Contact Christy Mitchell after inspection

Christy Mitcheil

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700 876 Reraination Dr. Madison HC 270/15-0700 Ptiono: 336,548,8664

338,548,7812 or 336-548-7784

Freedom Group Family of Companies

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