

Remington Arms Co., Inc.
Product Service
Legal Case #:5303

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/6/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeffrey	Hodge	PO Box 884	Woodland Park	CO	80866		H 719-687-6573 E hodgeraft@msn.com

Incident Information

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

Customer sent in an email. He stated that he bought gun new in 1978. On 2 occasions he stated the rifle fired while he was working the safety. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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				

12/6/10: I will email ltr & form. I will have media coord. email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101129-000084
Status
Waiting
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/29/2010 03:03 PM
Initial Response
12/01/2010 08:11 PM
Last Updated
12/01/2010 08:11 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Model 700**Discussion Thread****Response (Dell -)**

12/01/2010 08:11 PM

Dear Jeff,
I will email you the information you need to have the firearm come to our factory for exam. I will also have someone email you a shipping label for UPS to get the gun back in.

Sincerely,
Dell

Customer (JEFF HODGE)

11/29/2010 03:03 PM

Dear Remington:

I have a Model 700 rifle in 7mm Rem Mag. that I purchased new about 1978. On two occasions this rifle fired while I was working the safety. Both times it fired in a safe direction and no harm was done. I purchased a different hunting rifle which I have been using for the last six years due to concerns about this issue. I now would like to pass the Model 700 down to my son, but I am concerned about the safety issues surrounding the trigger or safety mechanism. What can be done to insure that this firearm is safe? Could it be returned to your repair department where a new trigger or safety part or design could be installed?

I am hoping to keep this gun in the family as it has been on many successful Colorado elk hunting trips over the years.

Thanks for your help.

Jeffrey Hodge
PO Box 884
Woodland Park, CO 80866
719-687-6573
hodgeraft@msn.com
hodgeraft@msn.com

Primary Contact

First Name: JEFF
Last Name: HODGE
Organization:

Login: hodgeraft@msn.com

Title:

Contact Type:

Email: hodgeraft@msn.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

5703

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 12/1/2010

Remington®

Emailed to cust.

December 3, 2010

Jeffrey Hodge
PO Box 884
Woodland Park, CO 80866
Ph: 719-687-6573
Email: hodgeraft@msn.com

Ref: # 5303

Dear Mr. Hodge,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

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

COPY

December 3, 2010

Jeffrey Hodge
PO Box 884
Woodland Park, CO 80866
Ph: 719-687-6573
Email: hodgeraft@msn.com

Ref: # 5303

Dear Mr. Hodge,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

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enclosure

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

Print

Reset

Model		Serial	
Number:		Number:	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:		State:	Zip:
Phone		Fax:	
(Daytime):			
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds)
How often do you clean the action? (Months or Number of rounds)
How often do you clean the trigger assembly? (Months or Number of rounds)
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Fulcher, Dell Marie

From: postmaster@remington.com
To: hodgeraft@msn.com
Sent: Monday, December 06, 2010 10:22 AM
Subject: Relayed: Jeffrey Hodge - Ref# 5303

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

hodgeraft@msn.com

Subject: Jeffrey Hodge - Ref# 5303



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA		I WILL MAIL	
COORDINATOR XXXXXX TO MAIL			
DESCRIPTION: Ref # 5303 rifle			

LABEL INFORMATION

MAIL LABEL TO: Jeffrey Hodge PO Box 884 Woodland Park, CO 80866 Ph: 719-687-6573 Email: hodgeraft@msn.com	Email ARS to customer
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RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	<p>4XX596 DEC 6, 2010 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 174XX5969067467204 REF 1: JEFFREY HODGE/CD/DMF REF 2: 5303/RIFLE</p> <table> <tr> <td>HANDLING CHARGE 0.00</td> <td>SVC T/P USD</td> </tr> <tr> <td>SINGLE-PIECE PUB RATE CHRG:</td> <td>RS 1.00</td> </tr> <tr> <td>DV 0.00</td> <td>SD 0.00</td> </tr> <tr> <td>DC 0.00</td> <td>SP 0.00</td> </tr> <tr> <td>AH 0.00</td> <td>PUB+HANDLING 11.04</td> </tr> <tr> <td>TOT PUB CHG 11.04</td> <td></td> </tr> </table>	HANDLING CHARGE 0.00	SVC T/P USD	SINGLE-PIECE PUB RATE CHRG:	RS 1.00	DV 0.00	SD 0.00	DC 0.00	SP 0.00	AH 0.00	PUB+HANDLING 11.04	TOT PUB CHG 11.04	
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DC 0.00	SP 0.00												
AH 0.00	PUB+HANDLING 11.04												
TOT PUB CHG 11.04													

PLEASE COMPLETE ALL PARTS OF THIS FORM

nodgeraft@msn.com