

Remington Arms Co., Inc.
Product Service
Legal Case #:5381

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/10/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Mekkelsen	24 Silkwood	Belmont	NH	03220		H 603-527-1383

Incident Information

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

Customer sent in an email. Stated that rifle went off just by touching the bolt. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	B6300612		2/19/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	LEW HORTON SOUTHBOROUGH MA		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
	Repair/Replacement Cost	Repair/Replacement Date				

12/10/10: Sending ARS, ltr, form, box. Box order# 1167216. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101202-000026

Status
Waiting

Assigned To
Administrators
Dell -

Product
Ammunition

SLA
Not specified

Queue
CSR

Date Created
12/02/2010 08:41 AM

Initial Response
12/06/2010 09:20 PM

Last Updated
12/09/2010 03:29 PM

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

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

700

Discussion Thread

Response (Dell -)

12/09/2010 03:29 PM

David,
I will order a box separately and UPS will deliver it.

Dell

Customer (Susan Mekkelsen)

12/07/2010 09:11 AM

My address is 24 silkwood , Belmont, NH 03220 phone # 603-527-1383
Also, are you going to provide the box? My name is David A. Mekkelsen
700 BDL 308 Remington serial # B 6300612

Susan Mekkelsen

susanmekkelsen@yahoo.com

— On Mon, 12/6/10, Remington Information wrote:

From: Remington Information

Subject: 700 [Incident: 101202-000026]

To: susanmekkelsen@yahoo.com

Date: Monday, December 6, 2010, 9:20 PM

Response (Dell -)

12/06/2010 09:20 PM

If you are in the U.S. - We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,

Dell

Customer (Susan Mekkelsen)

12/02/2010 08:41 AM

Since the show came out about the 700. My brother has a 700 BDL 308 that has shot off by just touching the bolt. I wondered if the Remington Co. was going to replace the trigger and other parts that need to be fixed, so this weapon can be used. (B6300612)

Sincerely, Kevin Mekkelsen

koko4@myfairpoint.netkoko4@myfairpoint.net

Primary Contact

First Name: Susan

Last Name: Mekkelsen

Organization:

Login: susanmekkelsen@yahoo.com

Title:

Contact Type:

Email: susanmekkelsen@yahoo.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

Box order #
1167216

5381

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 12/9/2010

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/10/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5381 rifle			

LABEL INFORMATION

MAIL LABEL TO: David Mekkelsen 24 Silkwood Belmont, NH 03220 Ph: 603-527-1383
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969066503498
 REF 1: DAVID MEKKELSEN/CD/DMF
 REF 2: 5381/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 7.42 PUB+HANDLING 7.42