

Remington Arms Co., Inc.
Product Service
Legal Case #:5136

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/18/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident			Mines					19	
Reporter		Patrick G	Mines	245 Liberty Trace	Macon	GA	31216		H 478-737-3159

Incident Information

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

11/18/10 Per email sent to Remington.com, incid # 101112-000091, "My name is Patrick Mines and my 19 yo daughter hunts with me. I bought her a Remington Model 700 Classic .308 caliber, serial number G6501019. Once last year and once this year while hunting and the gun was loaded, she said when she took it off safety the gun fired."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	26310	G6501019		6/21/2005 6:41:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP		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				

11/18/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101112-000091**Status**
Waiting**Assigned To**
Administrators
Christy -**Product**
Firearms**SLA**
Not specified**Queue**
CSR**Date Created**
11/12/2010 07:45 PM**Initial Response**
11/17/2010 09:29 PM**Last Updated**
11/17/2010 09:29 PM**Customer SmartSense**
-1 (on -3 to +3 scale)**Staff SmartSense**
+1 (on -3 to +3 scale)**Remington 700 Classic**

5136

Discussion Thread**Response (Christy -)**

11/17/2010 09:29 PM

Mr. Mines, I apologize for the delay in responding. I can send a prepaid UPS ground shipping label in order for the 700 Classic .308 to come in for inspection. After we inspect it I would call you with the results. I will go ahead and order the shipping label to be mailed.

If you have not had a problem with the .280 and it has been maintained with no alterations it should not have any problems.

Customer (Janet Mines)

11/12/2010 07:45 PM

My name is Patrick Mines and my 19 yo daughter hunts with me. I bought her a Remington Model 700 Classic .308 caliber, serial number G6501019. Once last year and once this year while hunting and the gun was loaded, she said when she took it off safety the gun fired. Has anyone else had this problem? What can be done to correct this problem so she, nor anyone else, will get hurt?

I have two Model 700 Classic, caliber 280, and never had the problem with these? Has anyone else had a problem with these that I should be aware of?

Thank you,
Patrick G. Mines
245 Liberty Trace
Macon, GA 31216
478-737-3159

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Primary Contact

First Name: Janet
Last Name: Mines

Organization:**Login:** jdmines@gfb.org**Title:****Contact Type:****Email:** jdmines@gfb.org**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/17/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: Patrick G. Mines 245 Liberty Trace Macon, GA 31216
RETURN ITEM TO: Rem Prod Serv

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

4XX596 NOV 18, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065619080
 REF 1: PATRICK G MINES/CD/CM
 REF 2: 700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 8.74	PUB+HANDLING	8.74	