

Remington Arms Co., Inc.

Product Service

Legal Case #:5129

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212210	12/2/2010	11/17/2010	12/3/2010	11/6/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Morgan	2270 Darwick Rd	Winston Salem	NC	27127		E ckcink@triad.rr.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release	Unknown	
C				

11/17/10 Per email sent to Remington.com, incid #101106-000058, "i purchased a model 700 bdl 7mm Short Action Ultra Mag in 2002 from bass pro shops. Today, Nov 6th 2010 i was attempting to "sight-in" the rifle. I placed one cartridge in the chamber and when i flipped the saftley from the Safe to Fire the gun discharged. I thought i may have bumped the trigger so i decided to try it again making sure nothing was around the trigger and the gun discharged again and another time after that. Being as 7mmSAUM rounds are not cheap i decided to stop at that and not press my luck any further. So my question is, how do i go about getting this fixed? The gun is a few years old but has only had maybe 40 rounds run though it for sighting in and hunting over the last few years".cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM SAUM	26434	S6443683	7/21/2002 3:42:41 PM	
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		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
Per Ilion, install new trigger/clean at no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	48.42	12/8/2010				

11/18/10 Mailing ARS.cm 12/8/10 Left voice message for Morgan with inspection info as well as suggested maintenance for the trigger and underside of the rec/bbl.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		supry

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5129&Type=Case>

12/8/2010

Examination	Exam Date	12/3/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	Supry	
Cause	4015	Improper Maintenance	Dried, oily residue on underside of receiver and on trigger housing.
Barrel	Description	24 inch Model 700 7mm Rem SAUM	
	Date Code		
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	dried oily residue under receiver
Safety	Bulged	False	
	Description		Model 700
Sear	Function	Slightly Worn; Functioning	
	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	

	Trigger	Condition	Slightly Worn; Not Functioning
Pull		---Select---	5 lbs
Altered		False	
Sub-Assembly		M/700 Non-Bolt Lock	

Remington®

November 18, 2010

Scott Morgan
2270 Darwick Rd
Winston Salem, NC 27127

Subject: #5129, Model 700

Dear Mr. Morgan,

Enclosed is a UPS ground prepaid shipping label. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

27
21.42

48.42

enclosure

Pull trigger release safe gun will
fire down. Check over - clean action,
install new TA n/c as gesture of
goodwill.

FRED 12/3/10

RECEIVED
DEC - 7 2010

BY:.....

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>700 BDL</u>		Serial Number: <u>56443683</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Michael S Morgan</u>		Date of Purchase: <u>2001</u>	
Address (no PO Boxes): <u>2270 Darwick Rd</u>			
City: <u>Winston-Salem</u>		State: <u>N.C.</u>	Zip: <u>27127</u>
Phone (Daytime): <u>336-782-3998</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>CKCink@Triad.RR.Com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Nov 6th 2010, I took this firearm to the range to sit in for up coming Deer season. I chambered a round and Prepared to fire. Upon switching from safety to fire to Gun discharged without touching the trigger. This occurred two more times. I then left the safety in the fire position and slide the bolt forward. It fired by itself then also. The firearm has had a total of 60 rounds fired through it within the last 9-10 years</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Premier Short Action Ultra Mag</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>7mm SAUM 160 Grain</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

SHIP
TO
FROM

S6443683

Model: 700



RE00212210

SCOTT MORGAN 2270 DARNICK RD WINSTON SALEM NC 27127		10 LBS	1 OF 1
		RS	
SHIP TO: REMINGTON ARMS PRODUCT SERVICES 14 HOFER AVE. ILION NY 13357			
	NY 135 0-01		
UPS GROUND			
TRACKING #: 1Z 4XX 596 90 6508 2678			
BILLING: 3RD PARTY DESC: FIREARMS RETURN SERVICE			
REF 1: SCOTT MORGAN/CD/CM REF 2: 700			
<small>HS 12-8-17 LP2442 09.0A.10/2010</small>			

5129

Reference #
101106-000058
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/06/2010 04:43 PM
Initial Response
11/16/2010 10:20 PM
Last Updated
11/17/2010 09:26 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700 concerns**Discussion Thread**

Customer (1 ckcink@triad.rr.com)

11/17/2010 09:26 AM

Hey, Thankyou for your response. The address is 2270 darwick rd, winston salem NC, 27127. the serial number for the firearm is:S6443683.

Thanks

Scott Morgan

--- Remington Information <info@remington.com> wrote:

Response (Christy -)

11/16/2010 10:20 PM

Mr. Morgan, I apologize for the delay in responding. I can send you a prepaid shipping label for shipment to the factory for a free inspection. Please let me know what address to mail it to and the address the rifle should ship back to as well as the serial number.

Customer (1 ckcink@triad.rr.com)

11/06/2010 04:43 PM

To whom it may concern,
i purchased a model 700 bdl 7mm Short Action Ultra Mag in 2002 from bass pro shops. Today, Nov 6th 2010 i was attempting to "sight-in" the rifle. I placed one cartridge in the chamber and when i flipped the safety from the Safe to Fire the gun discharged. I thought i may have bumped the trigger so i decided to try it again making sure nothing was around the trigger and the gun discharged again and another time after that. Being as 7mmSAUM rounds are not cheap i decided to stop at that and not press my luck any further. So my question is, how do i go about getting this fixed? The gun is a few years old but has only had maybe 40 rounds run though it for sighting in and hunting over the last few years. If i need to ship the to remington where exactly do i ship it to and will i be able to ship it or will i need to take it to an authorized shop?

Thank you!

Scott Morgan

Primary Contact

First Name: 1

Last Name: ckcink@triad.rr.com

Organization:

Login: ckcink@triad.rr.com

Title:

Contact Type:

Email: ckcink@triad.rr.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

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:	Scott Morgan 2270 darwick rd, winston salem NC, 27127
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# 1Z4XX5969065082678
 REF 1: SCOTT MORGAN/CD/CM
 REF 2: 700

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 8.20 PUB+HANDLING 8.20