

Remington Arms Co., Inc.
Product Service
Legal Case #:4956

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/3/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mick	Mullee	5402 Flad Ave	Madison	WI	53711		W 608-833-0220 F 608-833-0286 E wahc@tds.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	misfired when unloading	Unexplained Discharge Safe	Unknown	
C	Concern:1006 OFF			

11/3/10 Per email to Remington.com, incid #101101-000137, "I have a model 700 3006 rifle. In order to unload the gun, the safety must be flipped on to the firing position to unlock the bolt. Last year when my son was unloading, the rifle misfired and a round was discharged near our trucks with many men around. It scared the heck out of all of us but luckily no one was hurt. He swears that he never touched the trigger when he flipped the safety off. I have been researching this online and it looks like I am not the only one with serious concerns about using the gun again."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			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				
11/3/10 Emailing ARS and letter.cm		1156358				

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

#4956

Reference #
101101-000137**Status**
Updated**Assigned To**
Administrators
Christy -**Product**
History**SLA**
Not specified**Queue**
CSR**Safety problem****Discussion Thread****Customer (1 Mick)**

11/03/2010 11:26 AM

Christy,
My address is Mick Mullee, 5402 Flad Ave, Madison WI 53711. Phone numbers are 608-273-2087 or 608-239-8137.
I would like to do this ASAP as hunting season is Wisconsin opens the Saturday before Thanksgiving. Can you PDF materials to me at wahc@tds.net or fax to 608-833-0286. How long will it take to look this over and ship back to me? Will the gun be fixed so that the safety can stay on when I unload it? It now has to be unloaded when safety in the firing position which is really not safe. I appreciate your prompt response to my concerns.

Thanks,
Mick Mullee

Date Created
11/01/2010 05:12 PM**Initial Response**
11/03/2010 09:50 AM**Last Updated**
11/03/2010 11:26 AM**Customer SmartSense**
0 (on -3 to +3 scale)**Staff SmartSense**
+1 (on -3 to +3 scale)

From: Remington Information [<mailto:info@remington.com>]
Sent: Wednesday, November 03, 2010 8:51 AM
To: wahc@tds.net
Subject: Safety problem [Incident: 101101-000137]

Response (Christy -)

11/03/2010 09:50 AM

Mr. Mullee, I can send you a prepaid UPS ground shipping label to cover shipment and a free inspection at the factory to determine the cause of the incident you described. I would call you after inspection with the details and resolution.

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 (1 Mick)

11/01/2010 05:12 PM

I have a model 700 3006 rifle. In order to unload the gun, the safety must be flipped on to the firing position to unlock the bolt. Last year when my son was unloading, the rifle misfired and a round was discharged near our trucks with many men around. It scared the heck out of all of us but luckily no one was hurt. He swears that he never touched the trigger when he flipped the safety off.
I have been researching this online and it looks like I am not the only one with serious concerns about using the gun again. What can be done at this point to make sure this never happens again?

Mick Mullee
President & Certified General Appraiser
608.833.0220
608.833.0286 Fax
wahc@tds.net
wahc@tds.net

Wisconsin Affordable Housing Corporation
402 Gammon Place, Ste. 310
Madison, WI 53719

Primary Contact

First Name: 1
Last Name: Mick
Organization:

Login: wahc@tds.net
Title:
Contact Type:

Email: wahc@tds.net
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
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... 11/3/2010



November 3, 2010

Mick Mullee
5402 Flad Ave
Madison, WI 53711

Subject: #4956, Model 700

Dear Mr. Mullee,

Per my email, you should receive an email with your prepaid UPS ground shipping label for shipment of the firearm to our factory within the next 24-48 business hours. 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

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