

Remington Arms Co., Inc.
Product Service
Legal Case #:4927

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/2/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Spencer Sr.	PO Box 856	Oak Harbor	WA	98277		H 360-639-5092 C 360-731-5001 E johnspencer165@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

Customer sent in an email. He stated that his rifle fired when he closed the bolt one hunting season. Wanted to know if this was one of the rifles being recalled. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	B6834527		1/5/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
10/29/1987	K MART ENTERPRISES		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				

11/2/10: I will email letter & form to customer. I will ask Cathy D. to email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

4927

Reference #
101022-000158
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/22/2010 06:42 PM
Initial Response
11/02/2010 09:00 AM
Last Updated
11/02/2010 09:14 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700

Discussion Thread

Customer (John J Spencer Sr)

11/02/2010 09:14 AM

Dell,

I have a Remington Model 700 ADL, Serial # B6834527, 30-06. My mailing address is PO Box 856, Oak Harbor, WA 98277. My phone numbers are: Home: 360 639-5092 or Cell: 360 731-5001. I purchased the weapon on October 29, 1987 at KMART in Bremerton, Washington.

John J Spencer Sr

Response (Dell -)

11/02/2010 09:00 AM

Dear Mr. Spencer,

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, 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

Response (Dell -)

10/27/2010 10:47 AM

Dear Mr. Spencer,

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, 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

Note (Daniel -)

10/26/2010 11:04 AM

fwd to dell

Customer (John J Spencer Sr)

10/22/2010 06:42 PM

I own a Model 700 that I purchased in 1986, and yes this weapon discharged one hunting season while I was closing the bolt for no reason. Is this one of the weapons being recalled.

John Spencer

360 639-5092

Primary Contact

First Name: John J

Last Name: Spencer Sr

Organization:

Login: johnspencer165@gmail.com

Title:

Contact Type:

Email: johnspencer165@gmail.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street PO Box 856

City Oak Harbor

State/Province WA

Postal Code 98277

Country US

Additional Information

Remington®

11/2/10

Emailed letter & form
to customer. Dell

November 2, 2010

John Spencer Sr.
PO Box 856
Oak Harbor, WA 98277
Ph: 360-639-5092

Ref: # 4927

Dear Mr. Spencer,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form 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 boxes with the name "Supry". Mr. Supry 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

df
enclosure

[COPY]

November 2, 2010

John Spencer Sr.
PO Box 856
Oak Harbor, WA 98277
Ph: 360-639-5092

Ref: # 4927

Dear Mr. Spencer,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form 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 boxes with the name "Supry". Mr. Supry 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

df
enclosure

http://www.remington.com/asp/general_repair_form.asp BARBER - Kinzer PPS GAL RE 0012370 10/20/2010

Fulcher, Dell Marie

From: postmaster@remington.com
To: johnspencer165@gmail.com
Sent: Tuesday, November 02, 2010 10:23 AM
Subject: Relayed: Message relayed (johnspencer165@gmail.com)

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

johnspencer165@gmail.com

Subject:


Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/2/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL XXXXXX		I WILL MAIL	
DESCRIPTION: Ref# 4927 Rifle			

LABEL INFORMATION

MAIL LABEL TO: John Spencer Sr. PO Box 856 Oak Harbor, WA 98277 Ph: 360-639-5092 Email: johnspencer165@gmail.com	Please email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

johnspencer165@gmail.com

4XX596 NOV 2, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065640252
 REF 1: JOHN SPENCER, SR./CD/DNF
 REF 2: 4927/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 1.00
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 12.29		SP 0.00
	PUB+HANDLING	12.29