

Remington Arms Co., Inc.
Product Service
Legal Case #:2978

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/15/2008		12/13/2008			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Johnson	217 Englewood Dr	League City	TX	77573		H 281-229-2153

Incident Information

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

12/15/08 Deer hunting this weekend, he took off safe and it discharged. The safety and trigger are locked up. He took the stock off and it has a Texas Basix trigger. He called Tx Basix and they said it's a Rem problem. Mr. Johnson has pulled the stock off and extracted the brass but no other alterations. He will pull his scope off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 SAUM	25681	G6308880		5/6/2003 1:02:54 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLENN ZANDERS FUR & SPORT		U			

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	/165	300 SAUM				
Concern	Other	Factory	Reload			
0:		Y	N			

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				
12/15/08 Sent ARS.cm						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

- This weekend

Case #	2978	Date of Call	12/15/08	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident name	Philce Johnson
Reporter address		Incident address	aet 217 Englewood Dr. League City TX 77573
Reporter contact #'s		Incident contact #'s	281-229-2153
Reporter email		Incident email	

Injury

Medical Treatment

Alleged cause

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased
	66308880	300 S. Mag	2003		Police 20" Flat Fluting

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info
Rem		300 S. Mag	165			

Other Product

Notes: Deer hunting, put safety off, rifle discharged, locked up safety & trigger. Texas Basix trigger. He called TX Basix & they said it's a Rem. problem. He's only pulled stock off & will send it to us. He's extracted the brass. Has Zeiss scope on it.

Customer's Request: Wants our trigger put back on. Estimate for tactical trigger when back in.

My actions/offers

December 17, 2008

Michael Johnson
217 Englewood Dr
League City, TX 77573

Subject: #2978, Model 700

Dear Mr. Johnson,

I am sorry to learn about the unfortunate incident you experienced with the Model 700. As I mentioned, enclosed is a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. **I have also included a copy of this letter 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.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the firearm and will contact me with the results.

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure

Dodson, Cathy

From: Mitchell, Christy
Sent: Wednesday, December 17, 2008 12:31 PM
To: Dodson, Cathy
Subject: FW: ARS

I didn't get this one either. My Outlook was offline so you may not have even received these emails. Can I get these to mail out today?

From: Mitchell, Christy
Sent: Monday, December 15, 2008 2:00 PM
To: Dodson, Cathy
Subject: ARS

For a Model 700, 10 lbs, to product service.

Michael Johnson
 217 Englewood Dr
 League City, TX 77573

Christy Mitchell
Consumer Affairs Administrator
Remington Arms, Inc
PO Box 700
870 Remington Dr
Madison, NC 27025
800-243-9700, ext 8684
fax: 336-548-7784
christy.mitchell@remington.com

4XX596 DEC 17, 2008 ALL CURR USD 1 OF 1
 SERVICE GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065087459
 REF 1:MICHAEL JOHNSON/CM
 REF 2:REF#700

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DG 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 9.58	PUB+HANDLING	9.58

12/17/2008

PS 09739