

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2125

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
141943	2/20/2008	2/11/2008	3/6/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Polk County Sheriff's Dept	Michael	Stoffel	1005 West Main St Suite 900	Balsam Lake	WI	54810		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4079 Other - Unexamined Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	

2/11/08-email from Fred Supry-cust was a sniper drill, closed bolt, grabbed rifle and it fired. Gun was in factory in 2002 RE52008 and trigger pull was adjusted at that time.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25739	G6233651		3/14/2002 6:54:30 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMCHAR WHOLESALE INC (WL)		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					

2/11/08-sending ars & ltr.lw - 3/6/2008 This gun came in 2/20/2008 and missed getting to Product Service the repair quoted the repairs and the the quote was accepted. The gun is currently being repaired and will be returned to the customer fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

WWS

**Watson, Laura M.**

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**From:** Supry, Fred L.  
**Sent:** Friday, February 08, 2008 8:30 AM  
**To:** Watson, Laura M.  
**Subject:** ARS Label

2/8/2008

Laura,

Please send an ARS label to:

Michael Stoffel, Patrol Sergeant  
Polk County Sheriff's Department  
1005 West Main Street, Suite 900  
Balsam Lake, WI 54810

This is to get a Model 700 LTR returned that he claims, fired with no contact with the trigger, on the range during a sniper class.

Fred Supry, Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

2/11/2008

**Watson, Laura M.**

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**From:** Supry, Fred L.  
**Sent:** Friday, February 08, 2008 12:58 PM  
**To:** Watson, Laura M.  
**Subject:** Stoffel

The serial number of the Model 700 for Sgt. Michael Stoffel is G6233651. He called me and told me the following:

It was during a sniper course drop down drill – with a round on the floor plate he closed the bolt and when he grabbed the stock the rifle fired. After the incident they took the action out of the stock and flushed the TA with Rem-Oil. This rifle has the X-Mark Pro trigger assembly. He claims no adjustments to the TA except it was returned to Remington previously to have the trigger pull reduced to 3.5 lbs.

Fred Supry, Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

2/11/2008

**Watson, Laura M.**

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**From:** Supry, Fred L.  
**Sent:** Friday, February 08, 2008 1:01 PM  
**To:** Watson, Laura M.  
**Subject:** Stoffel

2/8/2008

The statement that the rifle has an X-Mark Pro trigger is wrong – He wants us to install an X-Mark Pro trigger.

Fred Supry, Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

2/11/2008

# Remington®

February 11, 2008

Michael Stoffel, Patrol Sergeant  
Polk County Sheriff's Department  
1005 West Main Street, Suite 900  
Balsam Lake, WI 54810

Subject: Model 700LTR Serial: G6233651

Dear Sgt. Stoffel,

We were sorry to learn about the incident you experienced with your Model 700 LTR. As I understand it, the rifle fired on its own while at a sniper drill. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

Per your discussion with Fred Supry, I have enclosed 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 box. 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. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

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

Sincerely,



Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

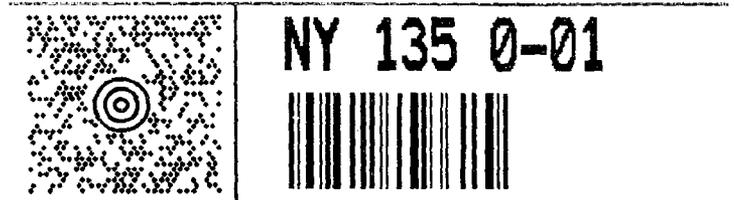
ATTN: MICHAEL STOFFEL, PATROL SGT  
POLK COUNTY SHERIFF'S DEPT  
1005 W MAIN ST  
BALSAH LAKE WI 54810

12 LBS  
RS

1 OF 1

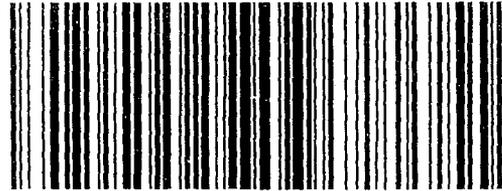
SHIP TO:

ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFLER AVE  
ILION NY 13357



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6505 0470



BILLING: 3RD PARTY  
DESC: FIREARM  
RETURN SERVICE

REF 1: POLK CTY SHERIFF DEPT/MICHAEL/LW  
REF 2: REF# 700

WS 9.0.49

LP2844 72.0A 10/2007



International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, including all protocols and amendments thereto, are hereby accepted by the U.S. in accordance with the Export Administration Regulations. Domestic conveyance to U.S. territory prohibited. For shipping prices, call 1-800-752-7000. United Parcel Service, Louisville, KY

**Oakley, Anita B.**

**From:** Watson, Laura M.  
**Sent:** Friday, February 08, 2008 8:34 AM  
**To:** Media Coordinator Schedule  
**Subject:** ARS requests  
**Attachments:** image001.jpg



www.remington.com

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

## ARS LABEL REQUEST

DATE:	2/8/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	12
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	I WILL MAIL XXXX		
DESCRIPTION:	REF: 700		

## LABEL INFORMATION

MAIL LABEL TO:	Michael Stoffel, Patrol Sergeant Polk County Sheriff's Department 1005 West Main Street, Suite 900 Balsam Lake, WI 54810	4XX596 FEB 8, 2008 ALL CURR USD SERVICE GND COM ACT WT 12.0 LBS TRACKING# 1Z4XX5969065050470 REF 1: POLK CTY SHERIFF DEPT/MICHAEL/LW REF 2: REF# 700	1 OF 1
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only  (Need a label please)	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: DV 0.00 COD 0.00 RS 0.50 DC 0.00 DG 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 8.22 PUB+HANDLING 8.22	

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

# Remington®

141942 → .014  
K55/c  
5th  
2011

February 11, 2008

Michael Stoffel, Patrol Sergeant  
Polk County Sheriff's Department  
1005 West Main Street, Suite 900  
Balsam Lake, WI 54810

141943  
E6656370 - 141942

Subject: Model 700LTR Serial: G6233651

Dear Sgt. Stoffel,

We were sorry to learn about the incident you experienced with your Model 700 LTR. As I understand it, the rifle fired on its own while at a sniper drill. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

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Sincerely,



Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

could not duplicate concern.  
check over, replace TPA, repair,  
clean as needed ~~TPA~~

#230145

This got quoted a acceptor  
Did not get to product ser  
Another rifle

Repair Inquiry

Repair Number: **RE00141942** Serial: E6856370 Model: 700 Center Fire Caliber 308 WIN Produced: 07/24/2000 Repairman: Patrick Bielanski  
 Verify Repair: **High Priority** Status: Repairing 3/4/2008 3:00:06 PM

**Address Information**

Customer: **TITUSVILLE POLICE DEPT** Received From: **TITUSVILLE POLICE DEPT**  
 Name: **TITUSVILLE POLICE DEPT** Return To: **TITUSVILLE POLICE DEPT**  
 Address 1: **ATTN DET JAMES Mc MARTIN 754** Address 2: **ATTN DET JAMES Mc MARTIN 754**  
 Address 2: **1100 JOHN GLENN BLVD PO Box:** **1100 JOHN GLENN BLVD PO Box:**  
 City: **TITUSVILLE** City: **TITUSVILLE**  
 State: **FL** Zip Code: **32780** Country: **US** State: **FL** Zip Code: **32780** Country: **US**

FFL /

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1	Desc2				Current Status	
2/29/2008 4:23:1	Comment	turnerar	Mailed Estimate to Custor		<input type="checkbox"/>	Shipping Hold		Repairing	
3/3/2008 4:28:27	Reprint	turnerar	Single Quotation Reprint		<input type="checkbox"/>	InterFace Hold		3/4/2008 3:00:05 PM	
3/4/2008 2:56:26	Update	turnerar	Address, Billing, or Ship to	From Approval Screen	<input checked="" type="checkbox"/>	Estimate Sent		System	
3/4/2008 2:56:36	Approved	turnerar	Phone call		<input checked="" type="checkbox"/>	Parts Received		Repair Bench	
3/4/2008 2:56:41	Update	turnerar	Address, Billing, or Ship to	From Approval Screen	<input type="checkbox"/>	Passed Inspection		Repair Location	
3/4/2008 2:56:56	Update	turnerar	Address, Billing, or Ship to	From Approval Screen	<input type="checkbox"/>	Return As Received		ILN	
3/4/2008 3:00:06	Repairing	System	Immediate SAP Allocation		<input type="checkbox"/>	Has been Approved		Current Location	
3/5/2008 5:41:35	Expedite	pencil	From ApproveRack	To: Repair Bench	<input checked="" type="checkbox"/>	Internal Repair		ILN	
					<input type="checkbox"/>			Transfer Number	

Repair Search





