

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:2985

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
158830	1/14/2009	12/16/2008	1/16/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Webb	104 Sherwood Rd	Cartersville	VA	23027		H 804-921-0401 E stihlsawman2004@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI blew hole in wall in basement S fired on safe release C	Cause:4079 <del>Other - Unexamined</del> Concern:1007 Fired on Safe Release	<i>Could Not Duplicate</i>		Unknown

12/16/08 He says even though it's old, he's only shot about 100 rounds since he bought it new, he's original owner. He was in his basement and was going to unload the rifle, he released the safety and it discharged. His hand was not near the trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000	A6701857	BV	1/15/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRN TOP SPT GLEN ALLEN VA		Y			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	/					
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 at no charge, goodwill						
	Remington/700/CF/BA					
Repair/Replacement Cost	Repair/Replacement Date					
97.39	1/15/2009					

12/16/08 Sent ARS and box.cm 1/5/08 Mr. Webb emailed me, I let him know we'd signed for but not inspected.cm 1/15/09 Emailed Mike Webb with results of inspect and the repair estimate. Waiting for reply.cm 1/16 Mr. Webb emailed back that there is a known defect in these models and we should not charge him as he had not filed any claim for the damage done in his basement. Fred changed estimate to no charge as goodwill gesture.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/15/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 243 WIN
	Date Code		BV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	METAL RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

**Repair Inquiry**

Repair Number: **RE00158830**    Serial: A6701857 Model 700 Center Fire Caliber 243 WIN Produced: 01/15/1979    Repairman: **Bruce Travis**  
 Verify Repair    Status: **Approval Hold 1/15/2009 7:26:49 AM**

**Address Information**

Customer:  Received From    Return To:  Received From

Name: **MIKE WEBB**    **MIKE WEBB**  
 Address 1: **104 SHERWOOD ROAD**    **104 SHERWOOD ROAD**  
 Address 2:  PO Box     PO Box  
 City: **CARTERSVILLE**    **CARTERSVILLE**  
 State: **VA** Zip Code: **23027** Country: **US**    State: **VA** Zip Code: **23027** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
<b>Date</b>	<b>Code</b>	<b>User ID</b>	<b>Desc1</b>	<b>Current Status</b>
1/14/2009 10:48	New	valentds	Repair Added	Approval Hold
1/14/2009 10:49	Expedite	valentds	From Check In	1/15/2009 7:26:49 AM
1/15/2009 7:24:3	Expedite	Travisbw	From Product Services	Travisbw
1/15/2009 7:26:5	Estimate	Travisbw	Estimate Update	Approve Rack
1/15/2009 7:59:0	Expedite	pencerl	From Repair Bench	Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

Shipping Hold     InterFace Hold     Estimate Sent     Parts Received     Passed Inspection     Return As Received     Has been Approved     Internal Repair

Repair Search    Refresh    Close

Bolt lock modification Program

35.39  
 15  
 35  
 12  
 -----  
 97.39

2985

24"  
BV 1/79  
4#  
010

December 16, 2008

Mike Webb  
104 Sherwood Rd  
Cartersville, VA 23027

Subject: #2985 Model 700

Dear Mr. Webb,

Serial Number: **A6701857**

Model: **700**



**RE00158830**

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 as 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](mailto:christy.mitchell@remington.com)

could not duplicate concern  
7119. ASSM. DIRTY & RUSTY.  
Nep have TPA, check over,  
clean under Bolt lock  
Program Roll @ 20.00 + 5411  
Quote

enclosure



Factory Repair Form

Return to Previous Page

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

Model Number: 700		Serial Number: A6701857	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: MIKE WEBB		Date of Purchase: 1979	
Address (no PO Boxes): 104 SHERWOOD Rd			
City: CARTERSVILLE		State: VA	Zip: 23027
Phone (Daytime): 804 921-0401		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) MIKE.WEBB@DOM.COM			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 12-13-08 REMOVED SAFETY TO UNLOAD ROUND FROM CHAMBER AND GUN IMMEDIATELY DISCHARGED.			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: HORNADY		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
<b>Handload Information:</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			
<del>How often do you lubricate the bore? (Months or Number of rounds)</del>			
<del>How often do you lubricate the action? (Months or Number of rounds)</del>			

**Mitchell, Christy**

**From:** Mike Webb [stihlsawman2004@yahoo.com]  
**Sent:** Friday, January 16, 2009 8:21 AM  
**To:** Mitchell, Christy  
**Subject:** RE: #2985 Model 700, repair 158830, Mike Webb

Christy,

This defective rifle must be repaired and shipped back at no cost to me. There is a known defect in the trigger of this rifle. I have not filed a claim yet for the damage done to my basement wall and I think it is in the interest of both parties that Remington repair the defective trigger at no cost to me.

Thanks,

Mike

--- On Thu, 1/15/09, Mitchell, Christy <Christy.Mitchell@remington.com> wrote:

**From:** Mitchell, Christy <Christy.Mitchell@remington.com>  
**Subject:** RE: #2985 Model 700, repair 158830, Mike Webb  
**To:** stihlsawman2004@yahoo.com  
**Date:** Thursday, January 15, 2009, 10:00 AM

Morning Mike, I pulled up the repair and they have just inspected it this morning. They were not able to duplicate the incident that occurred with you and this 700. they notated condition of the parts and the trigger assembly was dirty & rusty. They have listed replacing the trigger with the new X-Mark Pro trigger and will clean it and shoot it afterward. As this is seen as maintenance and not caused from defective parts from the factory, there is a charge of \$35. They show no charge to you for the trigger which retails for \$90. They have a charge for shipping and labor, but they also show marking the test charge (shooting it ) as no charge which is \$15. They have it on approval hold so let me know if you want them to go ahead with the repair and if you want it sent back COD or want to mail a check or have it charge to a credit card. They will probably mail out the estimate to you also so if you see it come in the mail you can keep it for your records but don't have to worry about calling if you've already spoken with me by then.

You can view details on the X-Mark Pro trigger at the following section of our site.

<http://www.remington.com/library/press/2007/Firearms/2007-20.asp>

Call or email me at 800-243-9700, ext 8684 or Christy.mitchell@remington.com

Thanks,

1/16/2009

Christy

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**From:** Mike Webb [mailto: stihlsawman2004@yahoo.com ]  
**Sent:** Wednesday, January 14, 2009 8:20 PM  
**To:** Mitchell, Christy  
**Subject:** RE: #2985 Model 700

Christy,

It's been two weeks, do you have an update?

Thanks,

Mike

--- On Mon, 1/5/09, Mitchell, Christy <Christy.Mitchell@remington.com> wrote:

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**From:** Mitchell, Christy <Christy.Mitchell@remington.com>  
**Subject:** RE: #2985 Model 700  
**To:** stihlsawman2004@yahoo.com  
**Date:** Monday, January 5, 2009, 1:45 PM

We've signed for it this morning however it may be about a week before the repairman get the inspection data to me. If you put "Supry" on the ends of the box, that will move it quicker. I'll call or email as soon as I have some info.

Thanks,

Christy

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1/16/2009

**From:** Mike Webb [mailto: stihlsawman2004@yahoo.com ]  
**Sent:** Thursday, January 01, 2009 4:31 PM  
**To:** Mitchell, Christy  
**Subject:** #2985 Model 700

Christy,

According to UPS my rifle is scheduled for delivery to you on 01/02/09. Please let me know when you receive it.

Thanks,

Mike Webb

104 Sherwood Rd

Cartersville , Va 23027

Message was spam and virus filtered by Vircom Modusgate appliance

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