

Remington Arms Co., Inc.
Product Service
Legal Case #:3998

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
181335	11/24/2009	11/18/2009	12/7/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Black	3245 Franklin Park	Sterling Height	MI	48310		H 586-939-7933 E dblack@wideopenwest.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD truck damaged S fired when raised the C bolt/safety on	Cause:4038 Concern:1020 Fired on Bolt Opening	Could Not Duplicate Concern	Unknown	

11/18/09 Per email from Eric Aliff, he spoke with Mr. Black and is sending an ARS. Black alleges that his new 700 SPS .308 discharged on safe when he raised the bolt. Claims it blew a hole in his truck, destroyed caliper and cost him approx \$600. No personal injury.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	27136	S6677880	EC	10/23/2008 7:41:24 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		U			

CONCERN:FIRED WHILE UNLOADING

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
replace TPA, test and clean no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	65.34	12/8/2009				

11/18/09 I sent the ARS by email per his request to Eric Aliff.cm 12/7/09 Black spoke with Dell on Friday and said that replacing the trigger would restore his faith in the rifle. He stated that after he started thinking about what happened, he may not have had the safety all the way engaged at the time of the incident. We will replace TPA, clean and test no charge as gesture of goodwill as he had to pay for truck repairs.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/25/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM WORKING AS DESIGNED
Barrel	Description		24" 308 WIN
	Date Code		EC
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

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Repair Number:	RE00181335	Serial: S6677880 Model 700 Center Fire Caliber:	Repairman:
Verify Repair		308 WIN Produced: 10/23/2008	Status: Parked 11/25/2009 7:40:09 AM

Address Information Customer: <input type="checkbox"/> Received From: <input type="checkbox"/>		Return To: Customer: <input type="checkbox"/> Received From: <input type="checkbox"/>	
Name:	DAVID BLACK	Name:	DAVID BLACK
Address 1:	3245 FRANKLIN PARK	Address 1:	3245 FRANKLIN PARK
Address 2:	PO Box: <input type="text"/>	Address 2:	PO Box: <input type="text"/>
City:	STERLING HEIGHTS	City:	STERLING HEIGHTS
State:	MI Zip Code: 48310 Country: US	State:	MI Zip Code: 48310 Country: US

FFL: _____					
Contact / Condition		Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1		Current Status
11/24/2009 7:52	New	VALENTDS	Repair Added	<input type="checkbox"/> Shipping Hold	Parked
11/24/2009 7:54	Expedite	VALENTDS	From Check In	<input type="checkbox"/> Interface Hold	11/25/2009 7:40:09 AM
11/24/2009 12:0	EmailSent	AmEmail	Repair Received	<input type="checkbox"/> Estimate Sent	Travisbw
11/24/2009 12:0	EmailVerified	AmEmail	Receipt	<input type="checkbox"/> Parts Received	Product Services
11/25/2009 7:39	Mant	Travisbw	Repair Maintenance	<input type="checkbox"/> Passed Inspection	Repair Location
11/25/2009 7:40	ParkedExternal	Travisbw	Placed in PS Back Rack	<input type="checkbox"/> Return As Received	ILN
				<input type="checkbox"/> Has been Approved	Current Location
				<input type="checkbox"/> Internal Repair	ILN
					Transfer Number

Repair Search

Refresh

Clase

David Black

3245 Franklin Park Dr.

Sterling Heights, MI. 48310

dblack@wideopenwest.com

1-586-939-7933

3998

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EC10/08
24"
5#
.011

RB

18 Nov. 2009

Hello,

On 16 November 2009 I was out hunting in Kalkaska Michigan. I had just came in from the morning hunt and walked over to my 2009 Chevy Silverado. I opened the driver's side door and started unloading my Remington model 700 sps stainless 308 win. The safety was ON. I released the floor plate cover and removed 2 rounds I tossed the two rounds on to the driver's side seat. I then raised the bolt handle and then the rifle fired. I was shocked to say the least! after looking at the rifle I noticed the safety was still on. I then ejected the spent brass and removed the bolt I placed the rifle in the case then started looking at the truck for damage. I found that the round had penetrated the floor board of the truck cab and tore a hole through a wiring harness and hit the right front brake caliper. I left the wooded area and went to a dealership that was close by. They replaced the damaged harness and the brake caliper and made temporary repairs so I could get back home. After I got home I took the truck in to a dealership that was close to my home and they are going to finish repairing the damage to the truck. I was Using Winchester super X 308 WIN 150 GR. ammo.

This rifle is only 2 months old. The serial number is S6677880. I called your company and spoke with Eric at extension 8723 and told him what happen. He instructed me to send the rifle back as soon as possible.

I fully expect Remington to not only repair this riffle but to cover the damage done by it.

So far I am out \$549.07 for the first set of repairs to my truck and there will be more to come after they repair the holes and carpet. Please contact me as soon as you get this.

Thank you

David Black

Serial Number: S6677880

Model: 700



RE00181335

Mitchell, Christy

From: Fulcher, Dell Marie
Sent: Friday, December 04, 2009 2:50 PM
To: Mitchell, Christy
Subject: David Black - RE# 181335 Case# 3998
Importance: High

Customer called Friday afternoon.

He would like to have the trigger assembly replaced in rifle to restore confidence in the rifle & he would be fine with the repair.

Never mentioned anything about repairs to his truck.

He stated that after he started thinking about what happened – he may not have had the safety all the way engaged at the time of the incident.

Thanks,
Dell Marie Fulcher
Consumer Affairs/Armorer School Administrator
Remington Arms, H&R, and Marlin
870 Remington Drive
PO Box 700
Madison, NC 27025
Phone: 1-800-243-9700 x 8686
Phone: 336-548-8686
Fax: 336-548-7883 or 336-548-7872
Email: Dell.Fulcher@remington.com

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12/7/2009