

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4224

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/11/2010		1/10/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Lance	Naquin	603 Hwy 55	Montegut	LA	70377		H 985-360-8763

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut finger				
PD hole in roof of truck	Cause:4079 Other - Unexamined		U	
S fires on safe release	Concern:			
C				

1/11/10 Per phone call from Naquin, he alleges that he was hunting this weekend and on Saturday he was walking in the woods and was pulling the gun off his shoulder when it fired, his finger was not on the trigger. A piece on the back of the trigger cut his finger. He thought he must have hit the trigger somehow so he didn't take it in to a gunsmith. The next day he was going back out to hunt and it went off without him touching the trigger and fired a hole in the roof of his new F250 truck. He says he had not adjusted the trigger. He inspected it after the incident Sunday and found that there was no lock tite on the set screw and it had backed all the way nearly coming out. He tightened the screw back up after the incident Sunday.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27140	S6695877		5/20/2009 8:13:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC		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				

1/11/10 Sending ARS. Naquin said he didn't know if he would send it in. He wanted to talk with someone first.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Case #	4224	Date of Call	1/16/10	Date of Incident	1/16/10	PreLit		Lit		Obs	
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<b>Reporter</b>		<b>Incident</b>	
name		Name/Age	Lance Naquins
address		address	607 Hwy 55
			Montegu LA 78377
contact #'s		contact #'s	
email		email	985-360-8763

Injury	hole in roof of F250 - cut on finger
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	56695877	300UM	5/09	yes				*Mark trigger

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	<p>set screw backed all the way. Fires w/o touching the trigger. Fires when taking safety off</p> <p>New F250</p> <p>15+ time he was walking in the woods, pulled the gun off his shoulder finger put on trigger</p> <p>After sun. he tightened the screw</p>
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Customer's request	
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My actions/offers	
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January 11, 2010

Lance Naquin  
603 Hwy 55  
Montegut, LA 70377

Subject: #4224, Model 700

Dear Mr. Naquin,

I am sorry to learn about the problems you experienced with the Model 700. Enclosed is a UPS prepaid shipping label for shipment of the firearm to our factory. Please include the enclosed copy of this letter with the firearm. **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.

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

Phone: 800-243-9700 ext 8684  
E-mail: [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

enclosure



www.remington.com

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

### ARS LABEL REQUEST FORM

DATE:	1/11/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
		I WILL MAIL	
DESCRIPTION:			
700			

### LABEL INFORMATION

MAIL LABEL TO:	Lance Naquin 603 Hwy 55 Montegut, LA 70377
RETURN ITEM TO:	Rem Product Service

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

4XX596            JAN 11, 2010        ALL CURR USD        1 OF 1  
SERVICE GNDCOM        ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066263051  
REF 1: LANCE NAQUIN/CD/CM  
REF 2: REF#700

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:            SVC T/P USD  
DY 0.00                            COD 0.00            RS 0.50  
DC 0.00                            DGD 0.00            SD 0.00  
AH 0.00                            PR 0.00            SP 0.00  
TOT PUB CHG 9.40                    PUB+HANDLING 9.40