

Remington Arms Co., Inc.
Product Service
Legal Case #:4929

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210465	11/16/2010	11/2/2010	12/7/2010	10/26/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Clifford	5324 Willow Ln.	Vermilion	OH	44089		H 440-967-2556 C 440-213-7101

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in rental truck	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown	
S				
C FSR				

11/2/10: Customer called in. He was hunting in MT. Gun was loaded inside his rental truck. At the end of the day, he went to unload the gun & when he switched from Safe to Fire, the gun went off & shot a hole in the truck. No injury. He has had the rifle for over 30 yrs. He does not want this rifle back. He feels that it can never be trusted again. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6871367	PZ	6/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	PAUL BUNYAN MINNEAPOLIS MN	SCOPE BASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
			Remington/700/CF/BA			
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$79.73	12/7/2010				

11/2/10: Sending ARS, letter, form & box. Box order# 1154670. df 11/22/10: I left customer a msg to call me. I will have the factory remove the bolt lock & replace the trigger @ n/c - gesture of goodwill. df 12/1/10: Cust. called me back. He agreed to repair but stated he will never trust rifle again. I went over the report w/him. I will close case when I get parts listing. df 12/7/10: Got parts list - closed case. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		F.SUPRY
	Exam Date		11/17/2010

Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		PZ
	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 M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	FUNCTIONS OKAY FAIRLY CLEAN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

frmREInquiry - Repair Inquiry

Repair Number: **RE00210465** Serial: 6871367 Model: 700 Center Fire Caliber: 7
MM REM MAG Repairman: Status: Parked 11/17/2010 7:49:17 AM

Verify Repair

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☐ Received from

Name: **ROBERT CLIFFORD** **ROBERT CLIFFORD**

Address 1: **5324 WILLOW LANE** **5324 WILLOW LANE**

Address 2: **PO Box:** **PO Box:**

City: **VERMILION** **VERMILION**

State: **OH** Zip Code: **44089** Country: **US** **OH** Zip Code: **44089** Country: **US**

FFL: **_____**

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/16/2010 7...	New	VALENTDS	Repair Added	
11/16/2010 7...	Expedite	VALENTDS	From: Check In	To:
11/17/2010 7...	Maint	Travisbw	Repair Maintenance	Status: Estim
11/17/2010 7...	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for dispo

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC

Current Status

☒ Parked 11/17/2010 7:49:17 AM

☐ Travisbw

☐ Product Service

☐ Repair Location

☐ ILN

☐ Current Location

☐ ILN

☐ Transfer Number

Repair Search Refresh Close



RECEIVED
NOV 18 2010

BY: _____

4929

X

24"
p26/75
6#
007

COPY

November 2, 2010

Robert Clifford
5324 Willow Ln.
Vermilion, OH 44089
Ph: 440-967-2556

Handwritten signature/initials

Ref: # 4929

Dear Mr. Clifford,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include 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. Mark the ends of the boxes with the name "Supry". Mr. Supry will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

Serial Number

6871367

Model: 700



RE00210465

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

FROM: ROBERT CLIFFORD

The incident occurred on October 26, 2010 while hunting in Montana. The rifle was laying in an open soft case on the back seat of the rental Suburban. At the end of the day I went to unload the rifle. In order to do that, I had to take the safety off, bolt the rifle to remove the shell from the chamber and unload the magazine. When I took the safety off, the rifle discharged, shooting the bullet through the case, the surface of the seat and exiting through the door of the truck. Fortunately, no one was in the path of the bullet!

I no longer have any confidence in this rifle whatsoever and continue to be negatively affected by this incident. I do not want to sell or trade the rifle and have someone else have a potential accident with it. I would prefer that Remington replace it with another rifle of equal or greater value and one that does not require putting the safety in the "off" position in order to bolt it and remove ammunition. I look forward to your response and if you have further questions, do not hesitate to call.

Home phone: 440-967-2556

Cell phone: 440-213-7101



Factory Repair Form

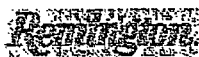
Return to Previous Page

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

Model Number: <u>700</u>	Serial Number: <u>6871387</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Robert CLIFFORD</u>	Date of Purchase: <u>EST. Early PM 1970's</u>
Address (no PO Boxes): <u>5324 WILLOW LANE</u>	
City: <u>VERMILION</u>	State: <u>OH</u> Zip: <u>44089</u>
Phone (Daytime): <u>440-967-2556</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>PMC 5324@AOL.COM</u>	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>SEE ATTACHED DESCRIPTION</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>REMINGTON</u>	Type: <u>EXPRESS CORE - LOU</u>
Other (i.e. bullet weight/type, shot size, powder): <u>175GR 7MM REM. MAGNUM</u>	
Handload Information:	
Powder Used: _____	Powder Weight: _____
Case/Hull Used: _____	Primer Used: _____
Bullet Type/Shot Size: _____	Reloader Used: _____
Firearms Care (Cleaning and Lubrication): <u>Cleaned + Lubricated AFTER EACH</u>	
Brand of cleaning solution used: <u>Hoppes</u> <u>Hunting Trip</u>	
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: <u>Hoppes</u>	
How often do you lubricate the bore? (Months or Number of rounds): _____	
How often do you lubricate the action? (Months or Number of rounds): _____	
<u>*IT WAS NOT CLEANED AFTER THIS INCIDENT</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/>
YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <u>Not Recently</u>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>NEVER</u>
What were the services performed? <u>N/A</u>
Ship your INSURED firearm by either UPS or Parcel Post to:
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.</p>

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Other Sites





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/2/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		I WILL MAIL	
TO MAIL		XXXXXX	
DESCRIPTION: Ref# 4929 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Robert Clifford 5324 Willow Ln. Vermilion, OH 44089 Ph: 440-967-2556
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 2, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969006202056
REF 1: ROBERT CLIFFORD/CD/UMF
REF 2: 4929/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG.		SVC T/P USD
DV 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 8.24	PUB+HANDLING	8.24





