

Remington Arms Co., Inc.
Product Service
Legal Case #:5371

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/9/2010		11/30/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Wayne	Cymbor						

Incident Information

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

12/9/10 Per email sent to Remington.com, incid #101201-000066, "On the second day of the Pennsylvania deer season (Nov 30, 2010), my Remington 700 30.06 rifle unexpectedly fired while I was unloading it. Fortunately I had it pointed to the ground so there was no injuries or damage other than my frazzled nerves. I bought this rifle in 1969. The same thing happened about 5 years ago but at that time I attributed it to me possibly brushing my fingers across the trigger during the unloading process. However this time I am sure that this was not the case. My fingers were nowhere near the trigger. I keep my rifle clean and have never attempted to adjust the trigger mechanism. After searching the internet for a short time, I see that other people have had the same problem. This is a very unsafe condition. I never did like the fact that the safe had to be taken off to unload the gun. Yes, if the rifle is held properly while unloading, no injuries will result but just the fact that it can happen (and did happen twice for me) points to a mechanical or design defect. In my opinion, this rifle should have been recalled. I also understand that the trigger mechanism has been changed which indicates to me that you have admitted that there is a problem. How can I get the new trigger mechanism for my gun as I don't like using it as it is?"cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	n/a	6276181		
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSCAR ROB PITTS PA		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				
12/9/10 Mailing ARS.cm						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference # 101201-000066
Status Solved
Assigned To Administrators Christy -
Product Firearms
SLA Not specified
Queue CSR
Date Created 12/01/2010 01:12 PM
Initial Response 12/07/2010 10:10 PM
Last Updated 12/08/2010 08:58 PM
Date Closed 12/08/2010 08:58 PM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)

Unintentional firing of my Remington 700

5371

Discussion Thread**Customer (Wayne Cymbor)**

12/08/2010 10:57 AM

Dear Christy:

Yes, please send the label to 2788 Farm Spur Rd, N. Huntingdon, Pa. 15642. The serial number is 6276181. I will send it as soon as the Pennsylvania deer season is over since I do not have another rifle to hunt with.

Wayne Cymbor

----- Original Message -----

From: Remington Information

To: waybern2@comcast.net

Sent: Tuesday, December 07, 2010 10:10 PM

Subject: Unintentional firing of my Remington 700 [Incident: 101201-000066]

Response (Christy -)

12/07/2010 10:10 PM

Mr. Cymbor, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address it should be mailed to and the serial number of the rifle.

Sincerely,
Christy Mitchell

Customer (Wayne Cymbor)

12/01/2010 01:12 PM

Gentlemen:

On the second day of the Pennsylvania deer season (Nov 30, 2010), my Remington 700 30.06 rifle unexpectedly fired while I was unloading it. Fortunately I had it pointed to the ground so there was no injuries or damage other than my frazzled nerves. I bought this rifle in 1969. The same thing happened about 5 years ago but at that time I attributed it to me possibly brushing my fingers across the trigger during the unloading process. However this time I am sure that this was not the case. My fingers were nowhere near the trigger. I keep my rifle clean and have never attempted to adjust the trigger mechanism.

After searching the internet for a short time, I see that other people have had the same problem. This is a very unsafe condition. I never did like the fact that the safe had to be taken off to unload the gun. Yes, if the rifle is held properly while unloading, no injuries will result but just the fact that it can happen (and did happen twice for me) points to a mechanical or design defect. In my opinion, this rifle should have been recalled. I also understand that the trigger mechanism has been changed which indicates to me that you have admitted that there is a problem. How can I get the new trigger mechanism for my gun as I don't like using it as it is?

Sincerely yours,

Wayne Cymbor
2788 Farm Spur Rd
N. Huntingdon, Pa. 15642

Primary Contact**First Name:** Wayne**Last Name:** Cymbor**Organization:****Login:** waybern2@comcast.net**Title:****Contact Type:****Email:** waybern2@comcast.net**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	8-Dec	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Wayne Cymbor 2788 Farm Spur Rd, N. Huntingdon, Pa. 15642
RETURN ITEM TO:	Rem Prod Serv

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

4XX595 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065022590
REF 1:WAYNE CYMBOR/CD/CM
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 7.42	PUB+HANDLING	7.42	