

Remington Arms Co., Inc.

Product Service

Legal Case #:4654

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
202217	9/8/2010	7/29/2010	10/22/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Dobbs	824 Echo Valley	Glendale	WV	26038		H 304-845-7550

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in gas wall furnace	Cause:4015 Improper Maintenance		
S		Concern:1008 Fired on Bolt Closing	Unknown	
C				

7/29/10 Per call from Dobbs, he was loading the rifle in the house to shoot at a groundhog that has been eating his fruit trees. He was having problems with the safety movement. He pulled the trigger and it didn't fire. He took it to another room and unloaded it and reloaded and it fired putting a hole in his gas wall furnace. He says it looks like two holes but the glass may have made one hole. He is the original owner and bought it about 4-5 yrs ago at Ace Sptg Goods. It has only had about 1 1/2 box of shells through it. No one hurt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	27514	E6532137	LT	2/10/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
4/29/1999	ACUSPORT CORPORATION	SCOPE,RINGS,BASE	Y			

CONCERN:FBC,PROPERTY DAMAGE

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

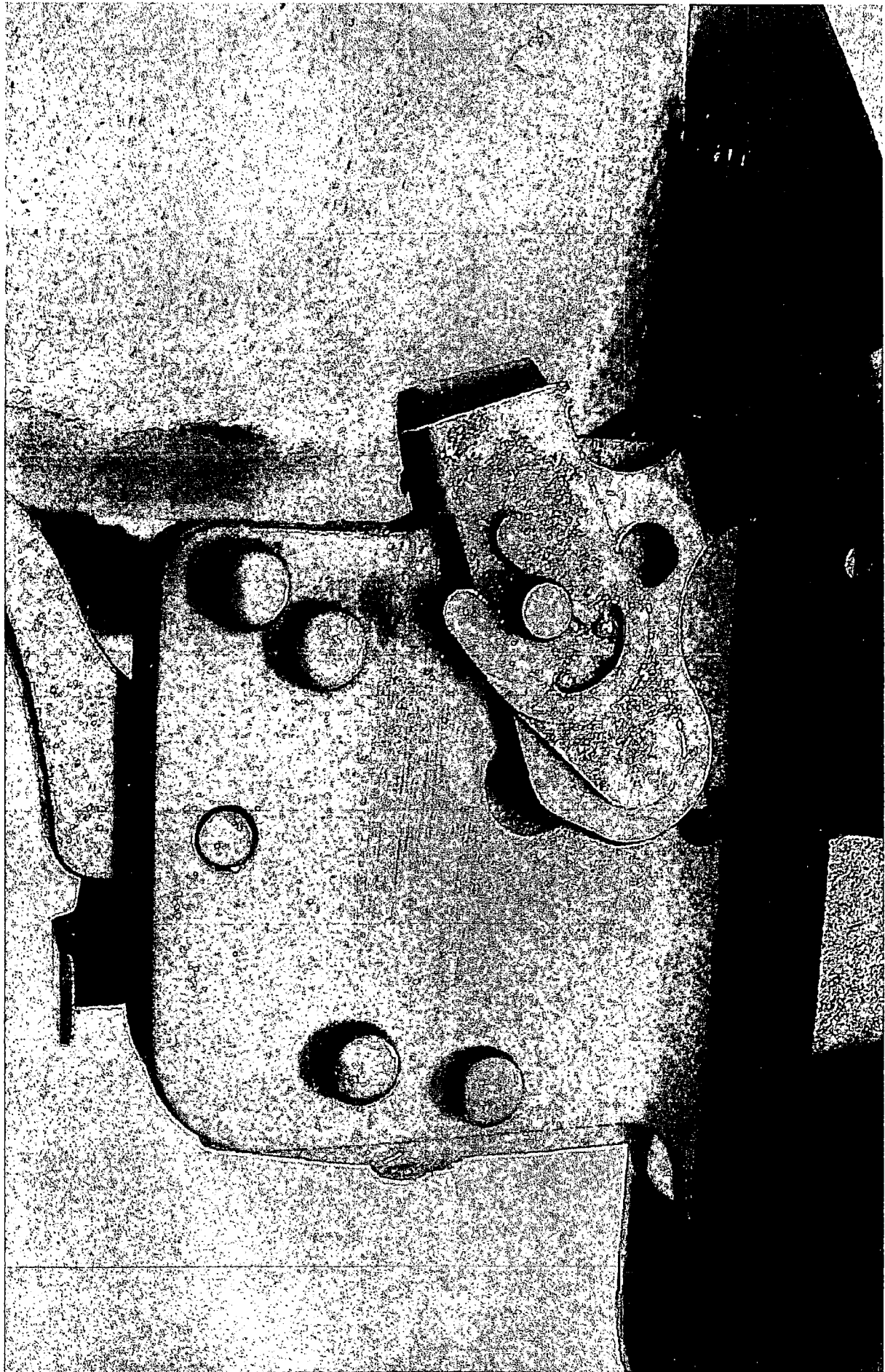
Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.23	10/25/2010				

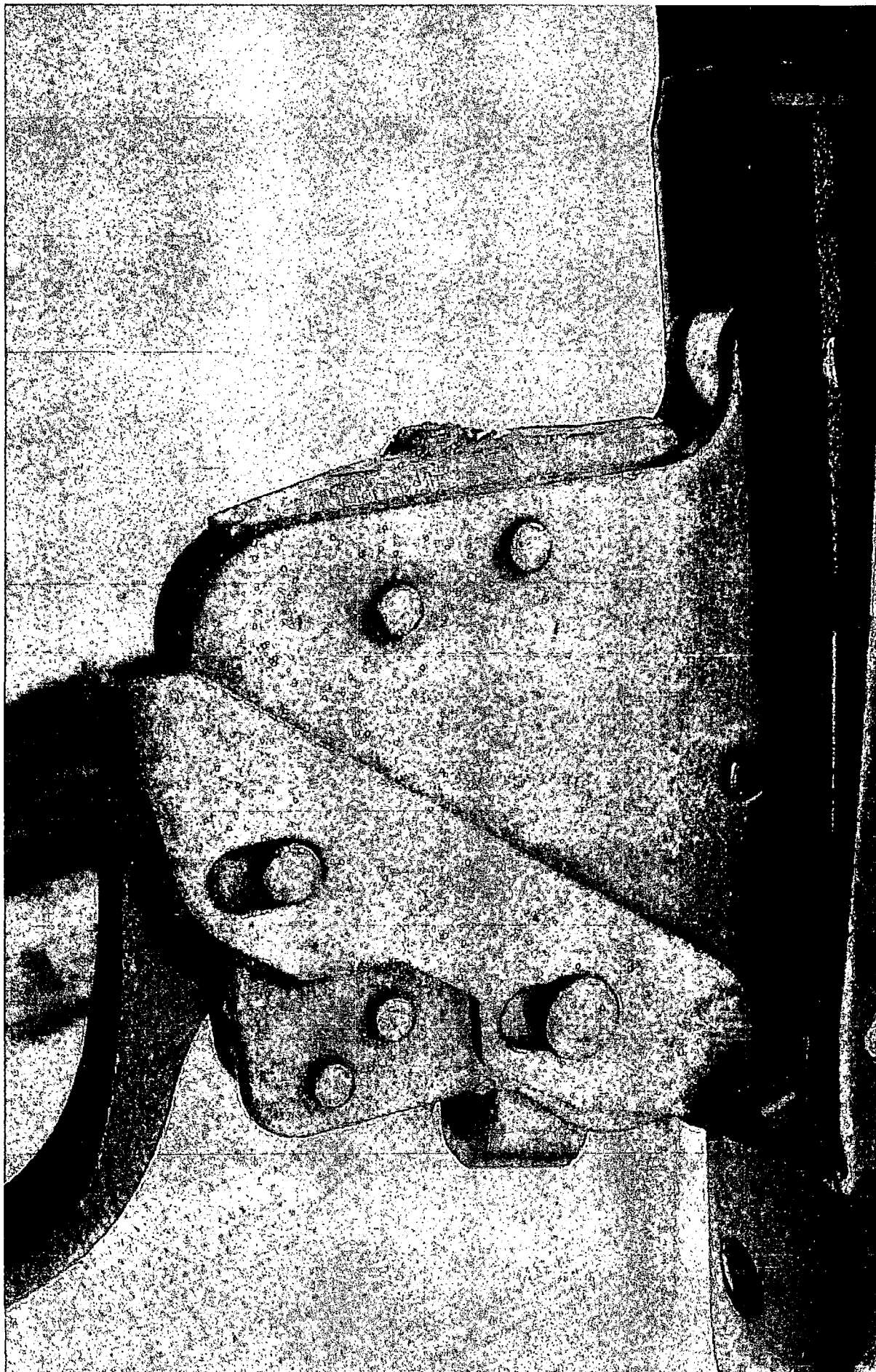
7/29/10 Sending ARS.cm 9/10/10 Called Dobbs and told him the condition of the trigger and safety. We can repair the rifle at no charge but this was not due to a defect and we would not cover the damage to the heater. He will call me back.cm 9/17 Dobbs left me a voice message asking if we could take care of replacing the rifle and the cost for the furnace and door before he contacted an attorney. I called but had to leave a message on his voice mail to call me. I will offer to repair but no other.cm 10/7/10 Left another voice message for Dobbs to call me.cm 10/22/10 Dobbs called and he had watched CNBC broadcast. Wants us to cover rifle and furnace. I again went over the rust and adjustments of his rifle and that we would repair his rifle as goodwill but it was not a defect from the factory or under warranty and we would not pay for the furnace. He'll contact a lawyer. We will take pictures and return the rifle.cm 10/25/10 Dobbs left voice message to replace the trigger and send back.cm

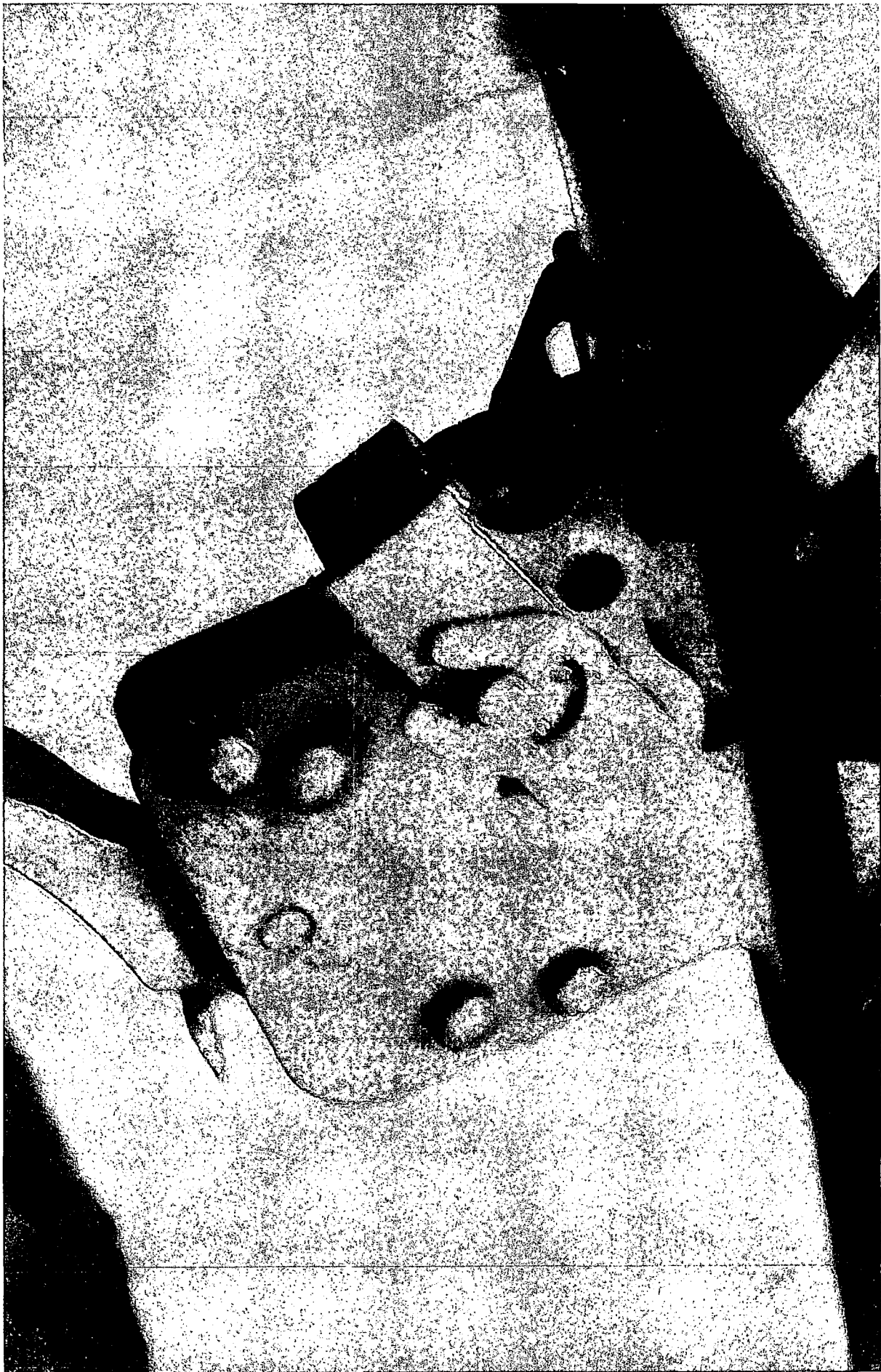
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		24" 223 REM
	Date Code		LT
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	

	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN TRIG AND TRIG PIN RUSTED SAFETY RUSTED TRIG WILL NOT RETURN
	Pull	---Select---	5.5#
	Altered	True	TRIG PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,BASE







Repair Inquiry

Repair Number: **RE00202217** Serial: **E6532137** Model: **700** Center: **Fire** Caliber: **223** Repairman:
REM Produced: **02/10/1999** Status: **Parked 9/9/2010 10:11:38 AM**

Verify Repair

ADDRESS INFORMATION

Customer: **DAN DOBBS** Received from: **DAN DOBBS** Return To: **DAN DOBBS** Received from:
Address 1: **824 ECHO VALLEY** Address 2: **824 ECHO VALLEY** PO Box:
City: **GLEN DALE** City: **GLEN DALE** PO Box:
State: **WV** Zip Code: **26038** Country: **US** State: **WV** Zip Code: **26038** Country: **US**

FPL:
Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
9/8/2010 1:45	New	valentids	Repair Added		<input type="checkbox"/> Shipping Hold	Parked
9/8/2010 12:5	Expedite	valentids	From: Check In To:		<input type="checkbox"/> Interface Hold	9/9/2010 10:11:38 AM
9/8/2010 5:05	EmailSent	ArmEmail	Repair Received	DANDOBBS82	<input type="checkbox"/> Estimate Sent	Travisbw
9/8/2010 5:05	EmailVerified	ArmEmail	Receipt	DANDOBBS82	<input type="checkbox"/> Parts Received	Product Services
9/9/2010 10:1	Mainl	Travisbw	Repair Mainten...	Status: Estimating	<input type="checkbox"/> Passed Inspection	Repair Location
9/9/2010 10:1	ParkedEst...	Travisbw	Placed in PS B...	hold for disposi...	<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 Close

RECEIVED
SEP 10 2010
BY:.....

4654

K

47-249
241
55#
013

July 29, 2010

Dan Dobbs
824 Echo Valley
Glendale, WV 26038

Subject: Case # 4654, Model 700

Dear Mr. Dobbs,

Per our conversation, enclosed is a UPS prepaid shipping label for shipment of the firearm for inspection. Complete the enclosed form and enclose it inside with the firearm before shipping along with the 2nd copy of my letter.

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

enclosure

Serial Number: **E6532137**

Model: **700**



RE00202217

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

On July 28, 2010, I loaded my 223 rifle with a shell to shoot a groundhog. I pulled the trigger and nothing happened. I loaded the gun once more and just as I closed the breach the gun fired. The bullet hit the gas furnace then Rica shaded off and hit the door. The door would cost \$300 for material and labor to replace. The gas furnace to replace would be \$600 for material and labor. I'm lucky to be alive and didn't kill anyone else. I want a new 223 and everything replaced. I have also enclosed pictures of the damaged property.

Sincerely,

A handwritten signature in cursive script that reads "Dan Dobbs".

Dan Dobbs

Call me if you have questions or concerns about the gun or replacing the property.

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

Model Number: 700		Serial Number: E6532137	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Dan Dobbs		Date of Purchase: 4-29-1999	
Address (no PO Boxes): 824 ECHO VALLEY			
City: GLEN DALE		State: WY	Zip: 26038
Phone (Daytime): 304845-7550		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) dandobbs824@comcast.net			
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: See enclosed letter			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: 223 REM	
Other (i.e. bullet weight/type, shot size, powder): Ballistic Silvertip 55grain centerfire rifle cartridge			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Outers
How often do you clean the bore? (Months or Number of rounds)	every box of 20 shells
How often do you clean the action? (Months or Number of rounds)	every box of 20 shells
How often do you clean the trigger assembly? (Months or Number of rounds)	never
Brand of lubricant used:	Remington Rem Oil with teflon
How often do you lubricate the bore? (Months or Number of rounds)	2 x year
How often do you lubricate the action? (Months or Number of rounds)	every x go hunting
How often do you lubricate the trigger assembly? (Months or Number of rounds)	never
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
never	
What were the services performed?	
N/A	
<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.</p>	

Remington Arms Co., Inc.
Product Service
Legal Case #:4654

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		7/29/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Dobbs	824 Echo Valley	Glendale	WV	26038		H 304-845-7550

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in gas wall furnace	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing		Unknown	
S				
C				

7/29/10 Per call from Dobbs, he was loading the rifle in the house to shoot at a groundhog that has been eating his fruit trees. He was having problems with the safety movement. He pulled the trigger and it didn't fire. He took it to another room and unloaded it and reloaded and it fired putting a hole in his gas wall furnace. He says it looks like two holes but the glass may have made one hole. He is the original owner and bought it about 4-5 yrs ago at Ace Sptg Goods. It has only had about 1 1/2 box of shells through it. No one hurt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223	27514	E6532137		2/10/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		Y			

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				

7/29/10 Sending ARS.cm 8/4/10 Needs abox. Sent on ord #1124813.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

July 29, 2010

Dan Dobbs
824 Echo Valley
Glendale, WV 26038

Subject: Case # 4654, Model 700

Dear Mr. Dobbs,

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Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure

Case #	4654	Date of Call	7/29/10	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Dan Dobbs
address		address	
contact #'s		contact #'s	
email		email	

824 Echo Valley
Glendale WV 26038
304-845-7558

Injury	shot hole in gas wall furnace - 2 holes
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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	EW32137	.223		Y	Ace Spig Goods	45 yrs		

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

Other Product	
Notes:	<p>was going to shoot a groundhog that's been eating fruit trees. pulled trigger & didn't fire so went to unload & reload</p> <p>loading gun in house. safety wouldn't move. (Fired after 2nd time.) ←</p> <p>Only put a box & 1/2 of shells through it.</p>

Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	7/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Dan Dobbs 824 Echo Valley Glendale, WV 26038
RETURN ITEM TO:	Rem Product Service

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

4XX596 JUL 29, 2010 ALL CURR USD 1 OF 1
SERVICE GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067185858
REF 1:DAN DOBBS/CD/CM
REF 2:REF#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 8.24	PUB+HANDLING	8.24	