

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4977

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212111		11/4/2010	12/7/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Grissom	15915 Red Oak Ridge Dr	Littlefalls	MN	56345		H 320-260-5934 E ragrissom@fedex.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole in door of deer stand	Cause:4038	Could Not Duplicate Concern		Unknown
S Fired on safety release	Concern:1007	Fired on Safe Release		
C				

11/4/10 Per email to Remington.com, incid # 10101-000020, "I have these 2 rifles and I know the model seven wsm 300 has gone off when the safety was released. After the 1st time on the range I took the rifle to a gunsmith and he replaced the trigger asy. During deer season the gun went off in the deer stand shooting a hole thru the door. The trigger was not touched. This was the gun that had the trigger asy replaced. I have not shot the 700 ultra mag as I want to know it wont do the same as the wsm model seven. I have 1500.00 plus in these 2 rifles and cant use them."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/300 SAUM	n/a	7769060		8/29/2002 6:45:24 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		U			

## 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
Per Ilion, replace trigger assm no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	124.72	12/6/2010				

11/4/10 Emailing ARS labels and letter.cm 12/7/10 Per Ilion, replacing TA at no charge as gesture of goodwill. Could not duplicate cocern.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4038	Could Not Duplicate Concern	Altered adjustments

Barrel	Description	
	Date Code	
	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
	Muzzle/Crown Condition	---Select---
Bolt	Firing Pin	Like new; Functioning
	Shroud	Like new; Functioning
	Face	Like new; Functioning
	Handle	Slightly Worn; Functioning
	Stop	Like new; Functioning
Extractor	Condition	Like new; Functioning
	Cut Condition	Like new; Functioning
	Ext/Eject Test	False
Locking	Block Condition	---Select---
	Lug Condition	Like new; Functioning
	Notch Condition	---Select---
Magazine	Condition	---Select---
	Box Condition	Like new; Functioning
Overall	Exterior Condition	Like new; Functioning
	Stock Condition	Like new; Functioning
	Fore End Condition	---Select---
Receiver	Condition	Like new; Functioning
	Bulged	False
Safety	Description	Model 7
	Function	Like new; Functioning
	Sub-Assembly	ISS
Sear	Lift	---Select---
	Notch	Like new; Functioning
	Condition	Like new; Functioning
Pull	Trigger	---Select---
Altered		True
Sub-Assembly		M/700 Non-Bolt Lock

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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frmRepairMain - FGI Repairs

File: Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00212111 Serial: 7769060 Model: 7 Center Fire Caliber: 300  
REM SA ULTRA MAG Produced: 08/29/2002 SKU: 24731  
Status: New 12/1/2010 1:19:27 PM

ADDRESS INFORMATION

Customer: Rick Grissom  
Name: RICK GRISSOM  
Address 1: 15915 RED OAK RIDGE DR.  
Address 2: PO Box  
City: LITTLE FALLS  
State: MN Zip Code: 56345 Country: US

Return To: Rick Grissom  
Name: RICK GRISSOM  
Address 1: 15915 RED OAK RIDGE DR.  
Address 2: PO Box  
City: LITTLE FALLS  
State: MN Zip Code: 56345 Country: US

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
12/1/2010 1:19:27 PM	New	lpatell	Repair Added		<input type="checkbox"/> Shipping Hold	New
12/3/2010 10:00:00 AM	Expedite	supryll	From: Check In To: Repair Bench		<input type="checkbox"/> Interface Hold	12/1/2010 1:19:27 PM
					<input type="checkbox"/> Estimate Sent	lpatell
					<input type="checkbox"/> Parts Received	Repair Bench
					<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return as Received	ILN
					<input type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	Transfer Number
					<input type="checkbox"/> Exclude IATC	

Repair Search Refresh Close

supryll - ILN Prod frmRepairMain D1102R7XPL Friday, Dec 3 2010 10:28 AM

Replacing TA at nlc as gesture of goodwill. Could not duplicate concern.

FRED 12/3/10

1.55  
28.18  
.49  
27  
35.  
17.50  
15.  
124.72

Serial Number: 7769060  
Model: 7



RE00212111

**Reference #**  
101101-000020

**Status**  
Updated

**Assigned To**  
Administrators  
Christy -

**Product**  
Accessories

**SLA**  
Not specified

**Queue**  
CSR

**Model 700 300 ultra mag and model seven wsm 300****Discussion Thread****Customer (Rick Grissom)**

My email would be fine for sending labels

4977

11/04/2010 09:26 AM

From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, November 03, 2010 4:16 PM

To: ragrissom@fedex.com

Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Customer (Rick Grissom)**

Sorry I didn't mean box. I was thinking a label. For the other rifle. Thx again Rick

11/04/2010 09:26 AM

From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, November 03, 2010 4:16 PM

To: ragrissom@fedex.com

Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Customer (Rick Grissom)**

Thanks for your response so quickly. The address would be 15915 red oak ridge dr Littlefalls MN 56345  
Would you send 2 boxes as I have the Model seven that is also discharged when the safety is released. Thx  
for your help Rick

11/04/2010 09:26 AM

From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, November 03, 2010 4:16 PM

To: ragrissom@fedex.com

Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Response (Christy -)**

11/03/2010 05:16 PM

Mr. Grissom, I can send you a prepaid UPS ground shipping label to cover shipment and a free inspection at the factory to ensure that your Model 700 Ultra Mag is within factory specifications and test it to be sure there are no safety problems.

I will also send you a letter that I would ask you to insert inside the box with the rifle before shipping. Let me know what address you would like on the label as that would be the address the rifle would return to and it will require an adult signature.

I can email or fax the labels and letters if you prefer to speed the process. I'll await your reply.

Sincerely,

Christy Mitchell

**Customer (Rick Grissom)**

11/01/2010 09:12 AM

Morning Remington, I have these 2 rifles and I know the model seven wsm 300 has gone off when the safety was released. After the 1st time on the range I took the rifle to a gunsmith and he replaced the trigger asy. During deer season the gun went off in the deer stand shooting a hole thru the door. The trigger was not touched. This was the gun that had the trigger asy replaced. I have not shot the 700 ultra mag as I want to know it wont do the same as the wsm model seven. I have 1500.00 plus in these 2 rifles and cant use them. What can you do for me????? Rick Grissom 1 320 260 5934

**Primary Contact****First Name:** Rick**Last Name:** Grissom**Organization:****Login:** ragrissom@fedex.com**Title:****Contact Type:****Email:** ragrissom@fedex.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00212111 Serial: 7763060 Model 7 Center Fire Caliber: 300 REM SA ULTRA MAG Produced: 08/29/2002 SKU: 24791 Repairman: Status: New 12/1/2010 1:19:27 PM

Verify Repair

ADDRESS INFORMATION

Customer ☒ Received from Return To ☐ Received from

Name: RICK GRISSOM RICK GRISSOM

Address 1: 15915 RED OAK RIDGE DR. 15915 RED OAK RIDGE DR.

Address 2: PO Box: PO Box:

City: LITTLE FALLS LITTLE FALLS

State: MN Zip Code: 56345 Country: US MN Zip Code: 56345 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/1/2010 11:11	New	lpatell	Repair Added	
12/3/2010 10:...	Expedite	supryll	From Check In	To: Repair Bench

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

Current Status

New

12/1/2010 1:19:27 PM

lpatell

Repair Bench

Repair Location

ILN

Current Location

Transfer Number

Repair Search Refresh Close

supryll ILN/Prod frmRepairMain D1102R/XPL Friday, Dec 3, 2010 10:28 AM

start Microsoft Excel Desktop frmRepairMain

1.55

28.18

149

27. —

35. —

17.50

15. —

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124.72

RECEIVED

DEC 3 2010

BY: .....



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

## ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA	Email to him at:		
COORDINATOR	<u>ragrissom@fedex.com</u>		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
Model 700 & Model 7			

### LABEL IN

MAIL LABEL TO:	Rick Grissom
	Email to him at:
	<u>ragrissom@fedex.com</u>
	15915 Red Oak Ridge Dr
	Littlefalls, MN 56345

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 2  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969067319851  
REF 1: RICK GRISSOM/CD/CM  
REF 2: 700  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 1.00  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 9.24 PUB+HANDLING 9.24

RETURN ITEM TO: Rem Product Service

4XX596 NOV 5, 2010 ALL CURR USD 2 OF 2  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969067207619  
REF 1: RICK GRISSOM/CD/CM  
REF 2: MODEL 7  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 1.00  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 9.24 PUB+HANDLING 9.24

ragrissom@fedex.com

212111

Page 1 of 2

7769060

## Rick Grissom

**From:** Mitchell, Christy [Christy.Mitchell@remington.com]  
**Sent:** Wednesday, November 17, 2010 8:44 AM  
**To:** Rick Grissom  
**Subject:** RE: Grissom, Rick.cm.doc  
**Attachments:** Grissom, Rick.cm.doc

Sorry Rick! If it doesn't come through, print this email instead and put it inside with the rifles.

Case # 4855

Model 7 and 700

Contact Christy Mitchell after inspection

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

670 Remington Dr.

Madison NC 27015-0700

Phone: 336.548.8684

Fax: 336.548.7972 or 336.548.7784

## Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,  
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced Armament  
Corp., Barnes Bullets, INTC

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**From:** Rick Grissom [mailto:ragrissom@fedex.com]  
**Sent:** Wednesday, November 17, 2010 9:37 AM  
**To:** Mitchell, Christy  
**Subject:** RE: Grissom, Rick.cm.doc

Morning Christy, there was no letter attached to this email. Thx Rick

**From:** Mitchell, Christy [mailto:Christy.Mitchell@remington.com]  
**Sent:** Friday, November 05, 2010 4:25 PM  
**To:** ragrissom@fedex.com  
**Subject:** RE: Grissom, Rick.cm.doc

Mr. Grissom, let me know if you receive this. I'll check on the UPS email and get back with you Monday.  
Christy Mitchell

11/17/2010

PS 12741