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 H 320-260-5934 15915 Red Oak Ridge Dr Incident Rick Grissom Littlefalls MN 56345 E ragrissom@fedex.com

Incident Information

Fired on safety release

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD hole in door of deer stand Cause:4038 Could Not Duplicate Concern

Concern: 1007 Fired on Safe Release

Unknown

Bbl.

DOM

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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
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

Date Purchased Where Purchased Accessories Original Owner

BILL HICKS & CO LTD U

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Reim. Date Cash Date
Settlement APV APV

Per Ilion, replace trigger assm no charge as goodwill

Repair/Replacement
Cost
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
	Examiner		Supry
	Exam Date		12/3/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4038	Could Not Duplicate Concern	Altered adjustments

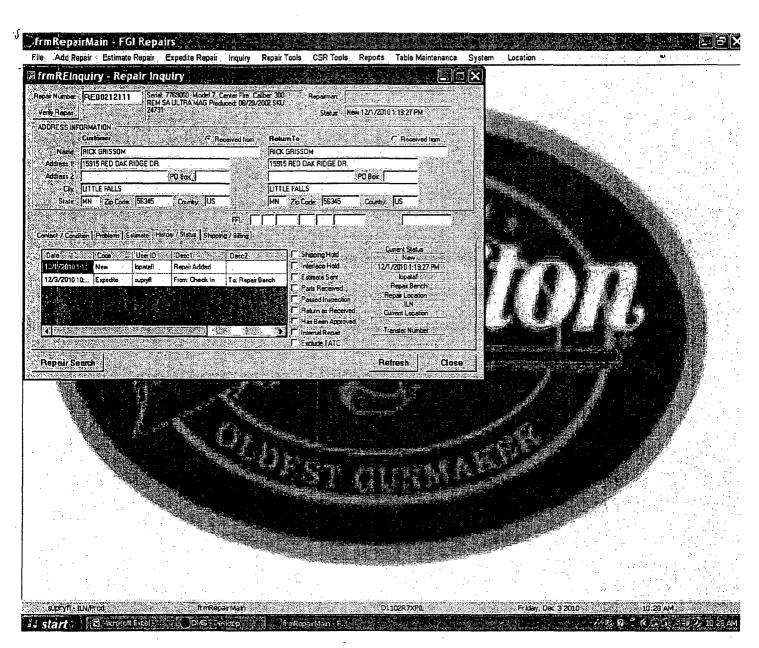
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4977&Type=Case

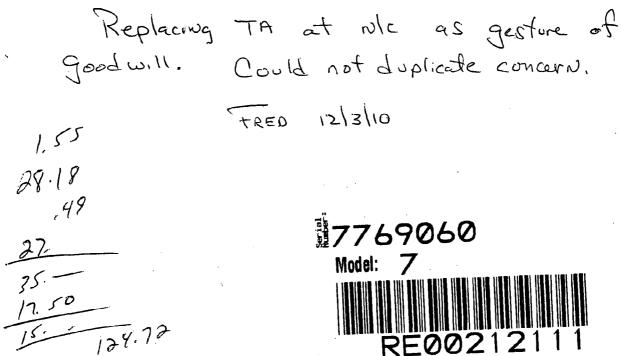
1/30/2011

	Description	-	
	Date Code		
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Select	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
Bolt	Face	Like new; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
Extractor	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
_	Notch Condition	Select	
	Condition	Select	
Magazine	Box Condition	Like new; Functioning	
	Exterior Condition	Like new; Functioning	
Overall	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	
_	Lift	Select	no measured
Sear	Notch	Like new; Functioning	
		Condition	Like new; Functioning
Pull	Trigger	Select	5 lbs
Altered	1115501	True	
Sub-Assembly		M/700 Non-Bolt Lock	

Examination[Remington/CF/BA]

Part Sub-Part Code Comment				
	Part	Sub-Part	Code	





11/04/2010 09:26 AM

11/04/2010 09:26 AM

Reference # 101101-000020

Status Updated

Assigned To Administrators Christy -

Product Accessories SLA

Not specified Queue

CSR

Date Created 11/01/2010 09:12 AM Initial Response

11/03/2010 05:16 PM Last Updated

11/04/2010 09:26 AM

Customer SmartSense +1 (on -3 to +3 scale)

Staff SmartSense 0 (on -3 to +3 scale)

Model 700 300 ultra mag and model seven wsm 300

Discussion Thread

Customer (Rick Grissom)

My email would be fine for sending labels

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

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)

11/04/2010 09:26 AM

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

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:

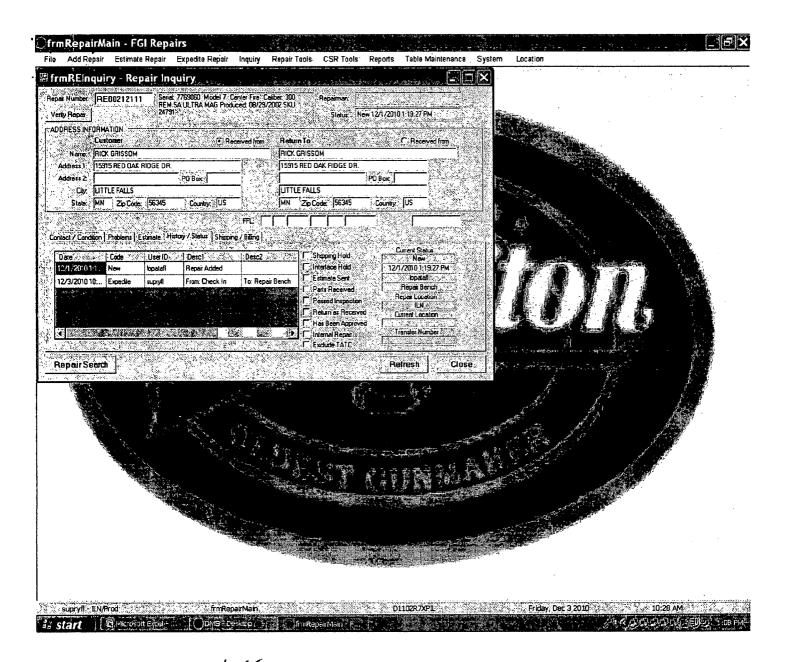
City State/Province

Postal Code

Country

Additional Information

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc print.php?p sid=jl... 11/4/2010



1.55 28.18 ,49 27. – 17.5° 15. – 124.72

PECETVE 1 cm - 2019

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
PLEASE GHEOX ONE MEDIA COORDINATOR TO MAIL	Email to him at: ragrissom@fedex.com	I WILL MAIL
DESCRIPTION:	Model 700 & Model 7	4XX596 NOV 5, 2010 ALL CURR USD 1 OF 2 SVC CNDCOM ACT BT 10 0 L6S TRACKING# 1Z4XX5963067319801
MAIL LABEL TO:	Rick Grissom Email to him at: ragrissom@fedex.com	REF 1/RICK CRISSOM/CD/CM REF 2:700 INCRESSOM/CD/CM HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRCS: SVC T/P USD SOM 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 S 24
RETURN ITEM TO:	15915 Red Oak Ridge Dr Littlefalls, MN 56345 : Rem Product Service	### ##################################

ragrissom@fedex.com



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.

aze #\4855 Modeリ and 700

Contact Christy Mitchell after inspection

Christy Mitcheil

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700 876 Reministen Dr. Madison NC 270/15-0700

Ptiono: 326,548,8684

338,548,7812 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