

Remington Arms Co., Inc.
Product Service
Legal Case #:5473

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/20/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Grove	3011 Chatooga Way	Bonaire	GA	31005		E.j.chris.grove@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Has fired when removing safety	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release	Unknown	
C				

12/20/10 Per email sent to Remington.com, incid # 101214-000054, "I have a Remington Model 700 that has twice discharged without trigger input while moving the safety lever to "fire" to unload the weapon. I would like to know if you have had complaints of this nature previously and whether any corrective action is available. I have researched this on line and find several postings that indicate a systemic problem with the pre-1982 Model 700 bolts/trigger mechanism."cm

Firearm Information

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

12/20/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Reference # 101214-000054
Status Unresolved
Assigned To Administrators Christy -
Product History
SLA Not specified
Queue CSR
Date Created 12/14/2010 12:27 PM
Initial Response None
Last Updated 12/15/2010 04:10 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)

Model 700**Discussion Thread****Customer (Chris Grove)**

12/14/2010 12:27 PM

Sir/Ma'am,
I have a Remington Model 700 that has twice discharged without trigger input while moving the safety lever to "fire" to unload the weapon. I would like to know if you have had complaints of this nature previously and whether any corrective action is available.
I have researched this on line and find several postings that indicate a systemic problem with the pre-1982 Model 700 bolts/trigger mechanism. I don't believe everything I read on the Internet, but there is enough there to incite concern. Please advise.
Thank you.

James C. Grove
3011 Chatooga Way
Bonaire, Ga 31005

Primary Contact

First Name: Chris
Last Name: Grove
Organization:

Login: j.chris.grove@gmail.com

Title:

Contact Type:

Email: j.chris.grove@gmail.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

5473



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO: James C. Grove
3011 Chatooga Way
Bonaire, Ga 31005

RETURN ITEM TO: Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GND CON ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067693602
REF 1: JAMES C GROVE/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 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.78 PUB+HANDLING 8.78