

Remington Arms Co., Inc.

Product Service

Legal Case #:5466

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 | | John | Hoose | 164 Stevers Crossing, Box 427 | Philmont | NY | 12565 | | H 518-672-7296 C 518-821-6752 E hoosey1@verizon.net |

Incident Information

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

12/20/10 Per email sent to Remington.com, incid # 101209-000025, "I have a Remington 700 .243 Winchester Serial Number B6665998. The safety on this gun doesn't work all of the time and is very dangerous. As you release the safety to the firing position.....the gun goes off !!!!! I was letting one of my friends use this rifle for his son to go hunting this deer season and as I was checking it over....this happened. Talking with other friends of mine that knows more about guns than I do...said this was a know factor with this model. Is there a recall on this rifle... or something that I can do ??? I can't used this rifle in the condition it's in... it's not safe!".cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-------------------|-------------|----------------|----------|------|-----|
| Remington | CF/BA | 700/243 WIN | 25767 | B6665998 | | |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | CAMFOUR INC 01085 | | 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 # |
| 101209-000025 |
| Status |
| Updated |
| Assigned To |
| Administrators |
| Christy - |
| Product |
| Firearms |
| SLA |
| Not specified |
| Queue |
| CSR |
| Date Created |
| 12/09/2010 09:56 AM |
| Initial Response |
| None |
| Last Updated |
| 12/15/2010 03:35 PM |
| Customer SmartSense |
| 0 (on -3 to +3 scale) |
| Staff SmartSense |
| 0 (on -3 to +3 scale) |

Remington 700**Discussion Thread**

Customer (John Hoose)

12/10/2010 07:56 AM

I haven't had the courtesy of a reply to my question below. I think this is a very serious matter and would appreciate a reply...

If your working on my question, I do appreciate it. Please advise. Thanks JOHN

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

From: Remington Information

To: hoosey1@verizon.net

Sent: Thursday, December 09, 2010 9:56 AM

Subject: Remington 700 [Incident: 101209-000025]

Customer (John Hoose)

12/09/2010 09:56 AM

I have a Remington 700 .243 Winchester Serial Number B6665998.

The safety on this gun doesn't work all of the time and is very dangerous. As you release the safety to the firing position.....the gun goes off !!!!! I was letting one of my friends use this rifle for his son to go hunting this deer season and as I was checking it over.....this happened. Talking with other friends of mine that knows more about guns than I do....said this was a know factor with this model.

Is there a recall on this rifle... or something that I can do ???? I can't used this rifle in the condition it's in... it's not safe !!!!

Please advise.....

thank you.

John Hoose

164 Stevers Crossing

Box 427

Philmont, NY 12565

Primary Contact

First Name: John

Last Name: Hoose

Organization:

Login: hoosey1@verizon.net

Title:

Contact Type:

Email: hoosey1@verizon.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone: (518) 821-6752

Fax:

Assistant Phone:

Home Phone: (518) 672-7296

Street 164 Stevers Crossing Box 427

City Philmont

State/Province NY

Postal Code 12565

Country US

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: | 12/20/2010 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL | | xx I WILL MAIL | |
| DESCRIPTION: 700 B6665998 | | | |

LABEL INFORMATION

| | |
|-----------------|---|
| MAIL LABEL TO: | John Hoose 164 Stevers Crossing Box 427 Philmont, NY 12565 |
| 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 COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065778435
REF 1:JOHN HOOSE/CD/CM
REF 2:700/B6665998

| | | | |
|-----------------------------|--------------|-------------|------|
| HANDLING CHARGE 0.00 | | SVC T/P USD | |
| SINGLE-PIECE PUB RATE CHRG: | | | |
| DY 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 7.27 | PUB+HANDLING | | 7.27 |