

Remington Arms Co., Inc.

Product Service

Legal Case #:4935

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/2/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ryan	Pearson	1134 W. Jefferson St.	Brooksville	FL	34601		H 352-796-9604 E ryanbuilt@tampabay.rr.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when opening bolt	Cause:4079 Other - Unexamined Concern:1020 Fired on Bolt Opening		Unknown
C				

11/2/10 Per email through the Remington.com site, incident #101027-000053, Pearson has two that have discharged without manipulation of the trigger. One fired when closing the bolt. He had a local gunsmith work on it and it has not happened since. The other fired when opening the bolt. He has not used it since. He saw the CNBC program and is concerned.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				

11/2/10 Sending 2 ARS and letter by email. Sent response via RightNow.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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#4935

Reference #
101027-000053
Status
Unresolved
Assigned To
Administrators Christy -
Product
Ammunition
SLA
Not specified
Queue
CSR
Date Created
10/27/2010 02:41 PM
Initial Response
None
Last Updated
10/29/2010 11:49 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

remington 700**Discussion Thread****Customer (Ryan Pearson)**

10/27/2010 02:41 PM

Hello, I own several mod 700s. I have at least two that have discharged without manipulation of the trigger. One was a varmit rifle which fired as soon as the bolt was closed, this could be done repeatedly. One of the guys shooting prairie dogs with me was a gunsmith and worked on it on the spot. The other rifle, a titanium .270, went off as I opened the bolt before climbing out of the tree stand. I did not attempt to try it again and just put the rifle away. I am scared to shoot the others. Now after seeing the CNBC special on television I am very concerned about the other rifles. Do you have a program in place to take care of the issues dicussed on the tv show?

Thank you for your time

Ryan Pearson
1134 w Jefferson st
Brooksville FL, 34601
352-796-9604

Primary Contact

First Name: Ryan
Last Name: Pearson
Organization:

Login: ryanbuilt@tampabay.rr.com**Title:****Contact Type:****Email:** ryanbuilt@tampabay.rr.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**

system froze. pulled back up & it shows
response.

101027-000053 - remington - RightNow CRM

Home

Commands

Incidents

Incident Items

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Recent Items

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- 101026-000048
- 101027-000014
- 101025-000130
- 101025-000039
- 101023-000031
- 101023-000007
- 101022-000200

Quick Search

Search

Incidents

Default
My Inbox
101027-000053

Subject*

Reference #

Status*

Assigned

Contact*

Organization Name

Product*

Messages
Details
Organization
Contacts
Session (0)
Attachments
Audit Log

☒ Send On Save
 SmartAssistant
 Search Knowledgebase
 Standard Text

Add
View: All
Sort: Date - Descending

Response [Edit](#) [Delete](#)

Mr. Pearson, I apologize for the delay in responding. In response to the CNBC program, I would ask you to go to www.remington700.tv for more information.

Regarding the rifles that you have experienced a problem with, I can send you a prepaid UPS ground shipping label to cover shipment to the factory for inspection to determine the cause of the incidents you described. The one that was fixed locally can be checked to be sure it is back to factory specifications. I will go ahead and request that 2 prepaid UPS shipping labels be emailed to you. If you do not wish to use them or if you want to wait to use them they do not expire. I will also email a letter that I would ask you to print and include in the box with the rifles. This will assist in my having them pulled and inspected quicker. It will also let them know to send me the inspection data so that I can call you with an update and details.

If you prefer, you can reach me by phone at 800-243-9700 ext 8684 or press "0" and ask for Christy Mitchell.

Thank you again for your patience.

Christy Mitchell

Christy

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/2/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		Email to him at:	
COORDINATOR		ryanbuilt@tampabay.rr.com	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
2 x 700			

LABEL INFORMATION

MAIL LABEL TO:	Ryan Pearson
	Email to him at:
	ryanbuilt@tampabay.rr.com
	1134 W. Jefferson St
	Brooksville, FL 34601
RETURN ITEM TO:	Rem Product Service

J
ryanbuilt@tampabay.rr.com

4XX596 NOV 3, 2010 ALL CURR USD 1 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING 1Z4XX596906733543
REF 1: RYAN PEARSON/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 9.99 PUB+HANDLING 9.99

4XX596 NOV 3, 2010 ALL CURR USD 2 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING 1Z4XX5969067018556
REF 1: RYAN PEARSON/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 9.99 PUB+HANDLING 9.99