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 Last Street City State Zip Age Contact

Incident Ryan Pearson 1134 W. Jefferson Brooksville FL 34601 E

Incident Ryan Pearson St. Brooksville FL 34601 E ryanbuilt@tampabay.rr.com

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD G 4070 Oct III

Cause:4079 Other - Unexamined
S Fired when opening
Concern:1020 Fired on Bolt Opening
Unknown

bolt C

11/2/10 Per email through the Remington.com site, incident #101027-000053, Pearson has two that have discharged without maipulation 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** 

Jate Purchased Where Purchased Accessories Original Owne

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Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Settlement APV APV

Repair/Replacement Repair/Replacement
Cost 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

Reference # 101027-000053 Status Unresolved Assigned To Administrators Christy -**Product** Ammunition SLA Not specified **CSR** 

Queue

**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 attemp 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?

H4935

Thank you for your time

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

#### **Primary Contact**

First Name: Ryan Last Name: Péarson

Organization:

Login: ryanbuilt@tampabay.rr.com Title:

Contact Type:

Email: ryanbuilt@tampabay.rr.com

Email - Alternate #1: Email - Alternate #2:

Office Phone:

Mobile Phone:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

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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 OHEOR ONE			
MEDIA	Email to him at:		
COORDINATOR	ryanbuilt@tampabay.rr.com	1	•
TO MAIL		I WILL MAIL	
DESCRIPTION:			
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# LABEL INFORMATION

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MAIL LABEL TO: Ryan Pearson
Email to him at: |
ryan built@tampabay.rr.com

1134 W. Jefferson St
Brooksville, FL 34601

RETURN ITEM TO: Rem Product Service
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ryanbuilt@tampabay.rr.com

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4XX596 NOV 3, 2010 ALL CURR USD SVC GNDCOM ACT UT 10 0 LBS TRACKINGH 1Z4XX5969067333543 REF 1:RYAN PEARSON/CD/CM
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