

Remington Arms Co., Inc.
Product Service
Legal Case #:4927

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		John	Spencer Sr.	PO Box 856	Oak Harbor	WA	98277		H 360-639-5092 C 360-731-5001 E johnspencer165@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	FBC			

Customer sent in an email. He stated that his rifle fired when he closed the bolt one hunting season. Wanted to know if this was one of the rifles being recalled. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	B6834527		1/5/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
10/29/1987	K MART ENTERPRISES		Y			

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: I will email letter & form to customer. I will ask Cathy D. to email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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4927

Reference #
101022-000158
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/22/2010 06:42 PM
Initial Response
11/02/2010 09:00 AM
Last Updated
11/02/2010 09:14 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700**Discussion Thread****Customer (John J Spencer Sr)****11/02/2010 09:14 AM**

Dell,
I have a Remington Model 700 ADL, Serial # B6834527, 30-06. My mailing address is PO Box 856, Oak Harbor, WA 98277. My phone numbers are: Home: 360 639-5092 or Cell: 360 731-5001. I purchased the weapon on October 29, 1987 at KMART in Bremerton, Washington.
John J Spencer Sr

Response (Dell -)**11/02/2010 09:00 AM**

Dear Mr. Spencer,
We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Response (Dell -)**10/27/2010 10:47 AM**

Dear Mr. Spencer,
We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Note (Daniel -)**10/26/2010 11:04 AM**

fwd to dell

Customer (John J Spencer Sr)**10/22/2010 06:42 PM**

I own a Model 700 that I purchased in 1986, and yes this weapon discharged one hunting season while I was closing the bolt for no reason. Is this on of the weapons being recalled.
John Spencer
360 639-5092

Primary Contact**First Name:** John J**Last Name:** Spencer Sr**Organization:****Login:** johnspencer165@gmail.com**Title:****Contact Type:****Email:** johnspencer165@gmail.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street** PO Box 856**City** Oak Harbor**State/Province** WA**Postal Code** 98277**Country** US**Additional Information**

Remington®

11/2/10

Emailed letter & form
to customer. Dell

November 2, 2010

John Spencer Sr.
PO Box 856
Oak Harbor, WA 98277
Ph: 360-639-5092

Ref: # 4927

Dear Mr. Spencer,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the boxes with the name "Supry". Mr. Supry will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

df
enclosure

[COPY]

November 2, 2010

John Spencer Sr.
PO Box 856
Oak Harbor, WA 98277
Ph: 360-639-5092

Ref: # 4927

Dear Mr. Spencer,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

df
enclosure

Model Number:	Serial Number:	
Name:	Date of Purchase:	
Address (no PO Boxes):		
City:	State:	Zip:
Phone (Daytime):	Fax:	
E-mail Address:		
<p align="center">Please describe your problem:</p> <div style="text-align: right;">500 characters left</div>		
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>		
<input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. <ul style="list-style-type: none"> :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. 		
Print	Reset	

Fulcher, Dell Marie

From: postmaster@remington.com
To: johnspencer165@gmail.com
Sent: Tuesday, November 02, 2010 10:23 AM
Subject: Relayed: Message relayed (johnspencer165@gmail.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

johnspencer165@gmail.com

Subject:

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:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref# 4927 Rifle			

LABEL INFORMATION

MAIL LABEL TO: John Spencer Sr. PO Box 856 Oak Harbor, WA 98277 Ph: 360-639-5092 Email: johnspencer165@gmail.com	Please email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

johnspencer165@gmail.com

4XX596 NOV 2, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065640252
REF 1: JOHN SPENCER, SR./CD/DNF
REF 2: 4927/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.29 PUB+HANDLING 12.29