

Remington Arms Co., Inc.
Product Service
Legal Case #:4924

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/1/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bob	Ulbrich	8900 Solar Dr.	Anchorage	AK	99507		H 907-344-0062 E bobcpaak@gci.net

Incident Information

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

Customer sent in an email. He stated that he put his rifle away after experiencing a FSR. He saw the CNBC show. He did take rifle to a gunsmith & that person found nothing wrong with the rifle. Customer states that now the safety will not disengage. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	29696	S6347118		5/20/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRACE INC * V F		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				

11/1/10: I will email letter & factory form to customer. We do not have a pre-paid label for Alaska. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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4924

Reference #
101021-000100
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/21/2010 01:26 PM
Initial Response
None
Last Updated
10/28/2010 11:56 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

My rifle misfired**Discussion Thread****Customer (bob ulbrich)**

10/28/2010 11:56 AM

To Whom it may Concern – My mailing address is:

Bob Ulbrich
 8900 Solar Drive
 Anchorage, AK 99507
 Phone : 907-344-0062
 Gun serial # S6347118
 Remington Model 700 338 Caliber

From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, October 27, 2010 6:05 AM

To: bobcpaak@gci.net

Subject: My rifle misfired [Incident: 101021-000100]

Response (Dell -)

10/27/2010 10:05 AM

Dear Mr. Ulbrich,

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 and a box 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 10:42 AM

fwd to dell

Customer (bob ulbrich)

10/21/2010 01:26 PM

To whom it may concern – I have shelved my Remington 700 338 hunting rifle after it fired without any trigger engagement. I was switching the safety off to unload my gun and it discharged. I saw the recent article by Scott Cohn of CNBC and I can tell you that this article directly reflects the situation that happened to me. I took it to the gunsmith the next day and he could find nothing wrong with the gun. The next day we went hunting again and now the safety will not disengage. I will never use this gun again as I do not feel comfortable using it. If you would like to have the rifle so you can research it to see if you can find the flaw let me know. I would be glad to give it to you to save someone's life in the future.

Bob Ulbrich, CPA

907-344-0062

Primary Contact**First Name:** bob**Last Name:** ulbrich**Organization:****Login:** bobcpaak@gci.net**Title:****Contact Type:****Email:** bobcpaak@gci.net**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

Remingt

11/1/10:
Emailed letter &
form to customer.

Del

November 1, 2010

Bob Ulbrich
8900 Solar Dr.
Anchorage, AK 99507
Ph: 907-344-0062

Ref: # 4924

Dear Mr. Ulbrich,

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 1, 2010

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Anchorage, AK 99507
Ph: 907-344-0062

Ref: # 4924

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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

Print

Reset

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed?) <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<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. :: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Fulcher, Dell Marie

From: postmaster@remington.com
To: bobcpaak@gci.net
Sent: Monday, November 01, 2010 4:56 PM
Subject: Relayed: Bob Ulbrich - Ref# 4924

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

bobcpaak@gci.net

Subject: Bob Ulbrich - Ref# 4924