

Remington Arms Co., Inc.

Product Service

Légál Casé #:5264

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/29/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Griffis	834 Wood Rd	Mansfield	PA	16933		H 570-513-0975 E griffy4@frontiernet.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				

11/30/10 Per email sent to Remington.com, incid # 10128-000027, "I watched the CNBC report last evening for the first time (11/27/10) and did not realize until watching the show that I had a similar incident with one of four Remington Model 700 series rifles that are in my family. The rifle in question is a Remington Model 721 in .257 Roberts caliber and the rifle discharged when the safety was moved to the "off" position in order to release the bolt to remove a loaded cartridge. Fortunately, no one was hurt as the incident happened in the deer hunting woods with no one else around. After watching the show, I am no longer comfortable operating any of the four Remington Model 700 series we own (Model 700 in 25-06 purchased new in 1972, Model 722 in .222, Model 721 in .270 and the Model 722 in .257 Roberts) without proper modification as the CNBC report instructed is available. We have been happy with the accuracy and crisp trigger pull of the rifles and since we have harvested many animals with each rifle, they are each a treasured keepsake."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/257 ROBERT	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/721/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

11/30/10 Emailed that I would send an ARS label for the 721 to come to the factory. The others can be inspected at no charge by a RARC.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

<b>Reference #</b>
101128-000027
<b>Status</b>
Unresolved
<b>Assigned To</b>
Administrators
Christy -
<b>Product</b>
History
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
11/28/2010 11:26 AM
<b>Initial Response</b>
None
<b>Last Updated</b>
11/29/2010 08:43 AM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
0 (on -3 to +3 scale)

**Model 700 Issues**

5264

**Discussion Thread**

Customer (mark griffis)

11/28/2010 11:26 AM

Dear Senior Management at Remington Arms Company:

I watched the CNBC report last evening for the first time (11/27/10) and did not realize until watching the show that I had a similar incident with one of four Remington Model 700 series rifles that are in my family. The rifle in question is a Remington Model 721 in .257 Roberts caliber and the rifle discharged when the safety was moved to the "off" position in order to release the bolt to remove a loaded cartridge. Fortunately, no one was hurt as the incident happened in the deer hunting woods with no one else around. After watching the show, I am no longer comfortable operating any of the four Remington Model 700 series we own (Model 700 in 25-06 purchased new in 1972, Model 722 in .222, Model 721 in .270 and the Model 722 in .257 Roberts) without proper modification as the CNBC report instructed is available. We have been happy with the accuracy and crisp trigger pull of the rifles and since we have harvested many animals with each rifle, they are each a treasured keepsake. Unfortunately, firearms handling is ALL ABOUT SAFETY, and an unsafe gun cannot be trusted.

I await your reply to correct the issue .....

Sincerely,

Mark C. Griffis  
834 Wood Road  
Mansfield, PA. 16933  
570-513-0975

**Primary Contact**

First Name: mark

Last Name: griffis

Organization:

Login: griffy4@frontiernet.net

Title:

Contact Type:

Email: griffy4@frontiernet.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**



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/30/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION:  721			

## LABEL INFORMATION

MAIL LABEL TO:	Mark C. Griffis 834 Wood Road Mansfield, PA. 16933
RETURN ITEM TO: Remington Prod Serv	

**PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR**

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065948895  
REF 1: MARK C GRIFFIS/CD/CM  
REF 2: 721

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 7.24
TOT PUB CHG 7.24	