

Remington Arms Co., Inc.
Product Service
Legal Case #:4416

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
192779	3/25/2010	3/8/2010	6/11/2010	3/5/2010	X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dick's Sporting Goods	Al & Rhonda	Dick's Sporting	Huntington Mall	Barboursville	WV	25504		W 304-733-9720
Incident		John	Mannon	6599 Co. Rd. 6	Kitts Hill	OH	45645		C 740-646-8281 E johnathonmannon@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD Hole in garage & 4-wheeler damaged S C Fired on Safe release	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown	

3/8/10 John Mannon called. He stated that his rifle fired when taken off Safe and the bullet damaged his father's garage & the 4-wheeler inside the garage. No estimate on the cost of the damage yet. He did speak to an attorney about the incident & the attorney told him that he could have a lawsuit. To my knowledge - no pictures or video were taken by the attorney. Customer did not state that he retained the attorney. Mr. Mannon took the rifle back to Dick's Sporting Goods in Barboursville, WV on 3/5/10 and returned it. The store gave him another new gun in exchange. I contacted the store & spoke to Al Rigsby - they still have the gun & I will have it come to Product Service in Ilion for exam. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	85435	G6860186	KD	5/26/2009 5:31:40 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS	TWO PIECE SCOPE BASE	Y			

CONCERN:FSR - PROPERTY DAMAGE

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						

3/8/10: Sending dealer a letter & ARS label to get gun in for exam. dmf 3/22/10: Rhonda at store called & stated they need a box for shipping. Box order# 1088451. dmf 4/8/10: Finally got in touch with Rhonda Bradley @ store. She stated that the customer called her & said they had filed a claim against Remington for the damaged done to garage & 4-wheeler. We have never received an estimate of damages or pictures from the customer. I left Fred S. a voice mail to advise on this one. dmf 4/12/10: RGA# 60066828 issued to Dicks Sptg Gds. Sent Fred S. an email w/update. I called John Mannon & told him that we could not duplicate concern but were still investigating. Asked him to fax over detailed info on the incident & circumstances surrounding it along with estimates or charges for repairs. He stated that he would do that & wrote down my fax #. dmf 6/11/10: No further response from the customer. He never faxed in any documentation. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/26/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		26" 308 WIN HB
	Date Code		KD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

April 12, 2010

Dick's Sporting Goods
Attn: Rhonda Bradley
Huntington Mall
Barboursville, WV 25504

Subject: #4416, Model 700, Serial # G6860186, Invoice # 41976830

Dear Rhonda,

We issued a credit back to Dick's Sporting Goods for the above rifle. Invoice # 41976830. PO# 290008182. In the amount of \$445.47.

Sincerely,

Dell Marie Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

Address Information		Received From		Return To	
Customer:		<input type="checkbox"/> Received From		<input type="checkbox"/> Received From	
Name:	DICK'S SPORT GOODS 146			DICK'S SPORT GOODS 146	
Address 1:	HUNTINGTON MALL			HUNTINGTON MALL	
Address 2:	PO Box			PO Box	
City:	BARBOURSVILLE			BARBOURSVILLE	
State:	WV	Zip Code:	25504	State:	WV
		County:	US		Zip Code:
					25504
					County:
					US

Repair Search

Refresh

Close

RECEIVED
MAR 29 2010

BY:

Remington®

+

KD 5/09
26" 1
3#
012

4416

March 8, 2010

Dick's Sporting Goods
Attn: Al Rigsby or Rhonda Bradley
Huntington Mall
Barboursville, WV 25504

Subject: #4416, Model 700, Serial # G6860186, Ref: John Mannon

Dear Al or Rhonda,

Enclosed is a prepaid UPS shipping label to cover shipment of the rifle to our factory for examination. **Please include a copy of this letter 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".** Fred Supry will be inspecting the firearm and will contact me with the results.

Sincerely,

Dell M. Fulcher

Dell Marie Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

Serial Number: **G6860186**

Model: **700**



RE00192779

ton Drive • P.O. Box 700 • Madison, NC 27025

www.remington.com



FIREARM RECEIPT FORM

11259

DROP OFF DATE 3-5-10 PICK UP DATE _____ STORE NUMBER 146NAME Alisha Dawn MannonADDRESS 6599 County Road 6 Killy Hill, OH 45645TELEPHONE # 1-740-643-0276IDENTIFICATION TYPE OHIO Drivers License NUMBER SO/897708EXPIRATION DATE 07 / 24 / 2012 DATE OF BIRTH (D.O.B.) 07/24/1987MANUFACTURER AND IMPORTER RemingtonMODEL 700 CALIBER/GAUGE .308SERIAL # G6860186REASON FOR RETURN/DEFECTS: When safety is taken off, gun goes off without pulling trigger, gun has did this 4-5 times even shot 4-wheeler.ASSOCIATE SIGNATURE DROP OFF [Signature] PICK UP _____CUSTOMER SIGNATURE DROP OFF Alisha Mannon PICK UP _____

CUSTOMER DROPPING OFF AND PICKING UP THE FIREARM MUST BE THE SAME PERSON.
PLEASE ALLOW 8-12 WEEKS FOR RETURN OF THE FIREARM.

PART 1 - STORE PART 2 - CUSTOMER PART 3 - ATTACH TO FIREARM



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/5/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<input checked="" type="checkbox"/> PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		<input type="checkbox"/> I WILL MAIL <input checked="" type="checkbox"/> XXXXXXXXXXXX	
DESCRIPTION: Ref - Subject # 4416 S# G6860186			

LABEL INFORMATION

MAIL LABEL TO: Dick's Sporting Goods Attn: Al Rigsby/Rhonda Bradley Huntington Mall Barboursville, WV 25504 Ph: 304-733-9720
RETURN ITEM TO Remington Arms Co., Inc. Attn: Product Service/Suppy Ilion, NY

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

4XX596 MAR 8, 2010 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065752006
REF 1: DICKS/AL/RHONDA/DMF
REF 2: REF# G6860186/4416

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.20 SP 0.00
PUB+HANDLING 8.20