

Remington Arms Co., Inc.
 Product Service
 Legal Case #:5096

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212997	12/7/2010	11/15/2010	12/14/2010	11/11/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Henry	Folsom	2218 Cherry Blossom Cir.	Lebnon	MO	65536		H 417-322-2700 E hjfolsom@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1007	Fired on Safe Release		
C	FSR			

11/15/10: Customer called in. He stated he had a FSR on 11/13/10. He said the gun was brand new. He doesn't trust it now. He said that he has been on the internet and has seen too many reports of incidents with the M/700. He wants a refund. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27337	D6641057	CE	7/13/2010 10:50:41 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
8/18/2010	GLENN ZANDERS FUR & SPORT		Y			

CONCERN:FSR

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
Refund			\$614.71		12/14/2010	
Repair/Replacement Cost	Repair/Replacement Date					

11/15/10: Sending ARS, ltr, form. df 12/14/10: I called customer. He still wants refund. I will submit G-408 for \$614.71. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 30-06 SPR
	Date Code		CE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; 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---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

frmREInquiry - Repair Inquiry

Repair Number: **RE00212997** Serial: D6641057 Model: 700 Center Fire Caliber: 3006 SPRG Produced: 07/13/2010 SKU: 27337 Repairman: Status: Parked 12/8/2010 11:24:27 AM

ADDRESS INFORMATION

Customer: Received from: Return To: Received from:

Name: HENRY FOLSOM
 Address 1: 2218 CHERRY BLOSSOM CIRCLE
 Address 2: PO Box:
 City: LEBANON
 State: MO Zip Code: 65536 Country: US

Name: HENRY FOLSOM
 Address 1: 2218 CHERRY BLOSSOM CIRCLE
 Address 2: PO Box:
 City: LEBANON
 State: MO Zip Code: 65536 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Interface Hold	Estimate Sent	Parts Received	Passed Inspection	Return as Received	Has Been Approved	Internal Repair	Exclude TATC	Current Status
12/7/2010 6:3	New	valentds	Repair Added		<input type="checkbox"/>	Parked								
12/7/2010 6:4...	Expedite	valentds	From: Check In	To:	<input type="checkbox"/>	12/8/2010 11:24:27 AM								
12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Estim	<input type="checkbox"/>	Travisbw								
12/8/2010 11:...	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for disp	<input type="checkbox"/>	Product Services								
					<input type="checkbox"/>	Repair Location								
					<input type="checkbox"/>	ILN								
					<input type="checkbox"/>	Current Location								
					<input type="checkbox"/>	ILN								
					<input type="checkbox"/>	Transfer Number								

RECEIVED
DEC 10 2010

BY:.....

5096

X

COPY

24"
CE
4/10
5#
10K
)
)

November 15, 2010

Henry Folsom
2218 Cherry Blossom Cir.
Lebanon, MO 65536
Ph: 417-322-2700

Ref: # 5096

Dear Mr. Folsom,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm 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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington, H&R customer.

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

enclosure

REF ID: A111111

D6641057

Model: 700



RE00212997

November 23, 2010

Ref: # 5096

Remington Arms Co.
14 Hoefler Ave.
Ilion, NY 13357

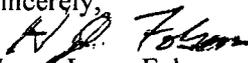
On August 18, 2010, I purchased a Remington 700 SPS (DM) rifle, serial number D6641057 in 30.06 caliber from my local gun dealer. A short time later, I mounted a Leupold scope on the rifle and began to site the in rifle for Missouri deer season. I have fired approximately 100 rounds or less through the rifle. I have not in any way altered the trigger system in the rifle. I did however adjust the x-mark trigger adjustment screw approximately one half turn to lighten the trigger pull as directed in the information that came with the rifle using the Allen wrench that was provided by Remington. Also, I have also cleaned the rifle several times since I purchased it.

On November 11, 2010, while hunting during Missouri deer season, I - with all of my fingers outside of the trigger guard and nothing touching the trigger itself- utilized my right thumb to switch the rifle's safety switch from safety to fire as a deer approached. I clicked the safety switch hard and did not ride the safety switch forward at all with my thumb. Immediately upon clicking the safety switch to fire, the rifle discharged causing the rear of the metal trigger guard of the rifle to suddenly strike the middle of my right trigger finger, which was quite painful. Additionally this also let me know with 100 percent assurance that no part of my finger was inside of the trigger guard at any time when I utilized the safety switch. There is no amount of words that can accurately describe the shock I was in when I realized the rifle had actually discharged a round. It should be noted, that I was practicing good firearms safety by always keeping the muzzle pointed in a safe direction when the rifle unexpectedly discharged and fortunately, since I was no one seriously injured or killed.

On November 13, 2010, I contacted your company and I was assisted by a polite customer service representative. Once I explained the incident, I was told that I would receive a prepaid shipping label to ship the rifle back to Remington for inspection/service by your company, which would perhaps include a trigger replacement. I have thought about this and I feel that I cannot accept this rifle back from your company in good conscience. Nor can I ever sell or trade it to another person in light of what I know occurred the day the rifle discharged when the safety was de-activated. I informed your representative of my feelings and I was told that I would have to write a letter explaining the incident wherein I specifically needed to indicate that I wanted a refund for the recently purchased rifle due to this incident. I was also informed that I would also need to include and a copy of the sales receipt where I had purchased the rifle, and upon receipt of the rifle by Remington, I would be refunded the full purchase price.

I have boxed up the rifle and filled out all of your required paperwork (reference # 5096) as requested. I am returning the rifle as directed and respectfully request that I be refunded the full amount of \$614.71 that I recently spent for the purchase of the rifle. I have also included a copy of the sales receipt as you requested. I have included my contact information below and I would be happy to discuss this incident or the return of this unsafe rifle with anyone from your company.

Sincerely,


Henry James Folsom
2218 Cherry Blossom Circle
Lebanon, MO 65536

Telephone # (417) 322-2700

Email: hjfolson@gmail.com

Print

Reset

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="D6641057"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="HENRY J. FOLSON"/>		Date of Purchase: <input type="text" value="8-18-2010"/>	
Address (no PO Boxes): <input type="text" value="2218 CHERRY BLOSSOM CIRCLE"/>			
City: <input type="text" value="LEBANON"/>		State: <input type="text" value="MO"/>	Zip: <input type="text" value="65536"/>
Phone (Daytime): <input type="text" value="417 322-2700"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="HJFOLSON@GMAIL.COM"/>			
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; padding: 5px; min-height: 150px;"> 11/7/2010 GUN FIRED WHEN SAFETY LEVER SWITCHED FROM SAFETY TO FIRE WITH NO FINGER OR ANYTHING TOUCHING TRIGGER. GUN NOT SAFE FOR USE IN HUNTING ENVIRONMENT. </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="HORNADY"/>		Type: <input type="text" value="CUSTOM INTERLOCK"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="30.06 165 GRAIN"/>			
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: Hoppe's #9

How often do you clean the bore? (Months or Number of rounds) CLEANED 4 times

How often do you clean the action? (Months or Number of rounds)

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: Hoppe's #9

How often do you lubricate the bore? (Months or Number of rounds) Twice

How often do you lubricate the action? (Months or Number of rounds) Twice

How often do you lubricate the trigger assembly? (Months or Number of rounds) NOT DONE

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) NEVER

What were the services performed?)

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

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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5096 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Henry Folsom 2218 Cherry Blossom Cir. Lebanon, MO 65536 Ph: 417-322-2700
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 16, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067309607
REF 1: HENRY FOLSOM/CD/DMF
REF 2: 5096/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74

SMOKEY ACRES TRADING COMPANY

BUY • SELL • TRADE

RALPH P. HESS
14500 STATE ROUTE BB
ST. JAMES, MO 65559

573-265-6070
FFL# 43-34978

SOLD BY RPA		DATE AUG 18, 10	
NAME HENRY JAMES FOLSON			
ADDRESS 2218 CHERRY BLOSSOM CIR		PHONE	
CITY LEBANON, MO. 65536			
<input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> MERCHANDISE RETURNED <input type="checkbox"/> C.O.D. <input type="checkbox"/> PAID OUT <input type="checkbox"/> PAID ON ACCOUNT			
QTY.	DESCRIPTION	PRICE	AMOUNT
1	REMINGTON 700 SPS		\$ 575.00
	30-06	TAX	30.76
		SHO.	8.95
S.N.	D 6641057		614.71
		CASH	614.71
			<u>0-</u>
<div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block;"> PAID IN FULL <i>[Signature]</i> </div>			
RECEIVED BY		TOTAL	

