

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5689

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
227600	4/1/2011	1/18/2011	4/11/2011	11/11/2010			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tom	Abbas	6652 Cooper Spur Rd.	Mt. Hood Parkdale	OR	97041		H 541-806-6273

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD	Shot a hole in truck door	Cause:4038 Could Not Duplicate Concern		
S		Concern:1007 Fired on Safe Release		Unknown
C				

Customer sent in a letter. He stated that on 11/11/10 he was hunting for bull elk. He returned to his hse around 9:30am. He put his M/700 in the passenger seat of his truck & went into house & got truck keys. He drove the truck to a gate, had some coffee & listened to the news. He noticed that his rifle was still loaded & the bolt was closed. He placed the rifle onto the console w/right arm and then released the safety w/thumb & 1st finger. The gun fired, shooting a hole through the passenger door of truck. He stated it cost him \$2,395 to get door repaired. He feels he should be compensated for that amt & the rifle should be fixed. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6358425	DI	9/23/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	BEND HOWE BEND OR	SCOPE,RINGS,BASE,SCOPE COVERS	Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
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Repair under BLM  
@ n/c - goodwill  
gesture

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	4/11/2011

1/18/11: Sending ARS, letter, form. df 4/8/11: Per Ilion - Could not duplicate concern. Trigger pull 2.5 lbs., set screws altered & trigger not returning properly. I called customer & we agreed to repair at n/c under BLM - goodwill gesture. We will not cover truck repairs. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		S.TRAVIS
	Exam Date		4/4/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		DI
	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---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,BASE,SCOPE COVERS

# Remington.

X

24"  
0.59"  
2.5"

SL89

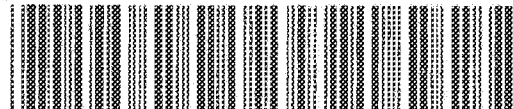
Tom Abbas  
6652 Cooper Spur Rd.  
Mt. Hood Parkdale, OR 97041  
Ph:

Ref: # 5689

Dear Mr. Abbas,

Number: **A6358425**

Model: **700**



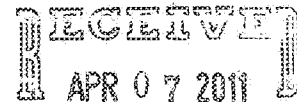
**RE00227600**

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 customer.

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



enclosure

BY:.....

*Sorry I did not send this  
sooner, we were in Arizona  
for the winter  
T.A.*

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 15655

TO: REMINGTON ARMS

Dec. 16, 2010

On Nov. 11, 2010 I decided to walk to the lower field in search of a bull elk. I returned to the house about 9:30 A.M. I place my Remington model 700 rifle in the passenger of my Dodge truck, barrel down, and went into the house to get my truck keys.

I drove my pick-up to the gate, overlooking the bottom field. I decided to have some coffee and listen to the news.

After a couple of minutes I noticed that my rifle still had a bullet in the chamber and the bolt was closed.

I am 61 years old and I never ever place a loaded gun in a vehicle..(except this once)

I placed the rifle onto the console with my right arm; I then released the safety with my thumb and first finger. At this moment the gun fired, shooting a hole through the passenger door of my truck. My hand was not near the trigger. I sat in shock for a minute, not believing what had just happened.

I now realized I had a bullet hole through my door and sore ribs from the kick of the gun. Thank God, no one was with me this day,

I recently got my truck out of the shop; it cost \$2395.00 to get the door repaired.

I believe I should be compensated for this amount, and my rifle should be fixed so it will never fire again, until the trigger is pulled.

I have not used it since the day it fired without pulling the trigger, and do not plan to until it is safe.

I can't sell it, knowing what I know about it, unless someone would like to buy it for testing purposes.

Thank You. I wait your reply.

Tom Abbas  
6652 Cooper Spur Rd.  
Parkdale, Or. 97756

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>A 6358425</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Tom Abbas</u>		Date of Purchase: <u>1976 - 1980 Not Sure</u>	
Address (no PO Boxes): <u>6652 COOPER SPUR RD</u>			
City: <u>PARKDALE</u>		State: <u>OR</u>	Zip: <u>97041</u>
Phone (Daytime): <u>541-806-6273</u>		Fax: <u>NONE</u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) _____			
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: 10px; min-height: 150px;"><u>Please see letter!</u></div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington MAG</u>		Type: <u>7mm WW Super</u>	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	
Firearms Care (Cleaning and Lubrication): _____			

Brand of cleaning solution used:	<u>OUTERS</u>
How often do you clean the bore? (Months or Number of rounds)	<u>1 per YEAR - 10 rounds</u>
How often do you clean the action? (Months or Number of rounds)	<u>1 per year - 10 Rounds</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>1 per year - 10 Rounds</u>
Brand of lubricant used:	<u>OUTERS GUN OIL # 445A</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>1 per year - 10 Rounds</u>
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <u>Years Ago</u>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	<u>NEVER - Needs to Be !</u>
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 Illion, NY 13357	
<input type="checkbox"/> <b>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.</b>	
:: 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.

5689

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Thank You. I wait your reply.

Tom Abbas  
6652 Cooper Spur Rd.  
Parkdale, Or. 97756

JAN 10 2011

Received Date: \_\_\_\_\_  
CSR: \_\_\_\_\_  
Response Date: \_\_\_\_\_  
Response/File: \_\_\_\_\_





www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	1/18/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		I WILL MAIL	XXXXXX
TO MAIL			
DESCRIPTION: Ref # 5589 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Tom Abbas 6652 Cooper Spur Rd. Parkdale, OR 97756	97041
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

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

4XX556 JAN 18, 2011 ALL CURR USD 1 OF 1  
SVC GNDCCM ACT WT 10.0 LBS  
TRACKING# 1Z4XX55889066710710  
REF 1: TOM ABBAS/CD/DMF  
REF 2: 5589/RIFLE  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 CDD 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 12.40 PUB+HANDLING 12.40



