

Remington Arms Co., Inc.

Product Service

Legal Case #:5638

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/13/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Collins	4658 Old Peveto Rd	Orange	TX	77632		E chick.charles@gmail.com

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				

1/13/11 Per email sent to Remington.com, incid # 101127-000029, "Not sure what year models are affected, but with all the controversy, Remington has to admit that there is a problem. I keep my original model Sendero 7 mm Rem mag, clean as a pin, and this gun went off, in a deer blind, after I had the firearm pointed out the window, and took it off safety. It has never done this again, either. I think there is a design flaw, that will allow a small bit of debris, cause problems. But, as I said, my rifle is always clean, so I cannot explain that, except to say that even the cleanest house has a little dirt somewhere. You need to "bite the bullet", and recall the rifles, and install the new triggers on them."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			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				

1/13/11 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101127-000029

Status
Unresolved

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
11/27/2010 08:41 AM

Initial Response
None

Last Updated
12/01/2010 03:06 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Mod 700 safety issue

5638

Discussion Thread**Customer (Charles Collins)**

11/27/2010 08:41 AM

Not sure what year models are affected, but with all the controversy, Remington has to admit that there is a problem. I keep my original model Sendero 7 mm Rem mag, clean as a pin, and this gun went off, in a deer blind, after I had the firearm pointed out the window, and took it off safety. It has never done this again, either. I think there is a design flaw, that will allow a small bit of debris, cause problems. But, as I said, my rifle is always clean, so I cannot explain that, except to say that even the cleanest house has a little dirt somewhere.

You need to "bite the bullet", and recall the rifles, and install the new triggers on them.

Primary Contact

First Name: Charles

Last Name: Collins

Organization:

Login: chick.charles@gmail.com

Title:

Contact Type:

Email: chick.charles@gmail.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

11/11 Emailed him. Can
send ARS
OK

Mitchell, Christy

From: Charles Collins [chick.charles@gmail.com]
Sent: Wednesday, January 12, 2011 9:53 PM
To: Mitchell, Christy
Subject: Re: Remington Model 700

This rifle was bought the second year (I think) that remington offered the Sendaro, but as far as having the serial number off hand, I'm sorry but I don't. The rifle is locked up in a gun safe, and not even easy to get to. I am so covered up, it may be awhile, before I can back to you.

Thanks,
Charles Collins
4658 Old Peveto rd
Orange, Texas
77632

On Tue, Jan 11, 2011 at 3:48 PM, Mitchell, Christy <Christy.Mitchell@remington.com> wrote:

Mr. Collins, you sent an email to Remington toward the end of November and we do not show a response. I apologize for that and would like to offer to pay for shipping of your rifle to our factory for inspection. I can contact you after inspection with the findings. Please forward your address and the serial number if that is acceptable. Following is my direct number or you can also reach me at 800-243-9700, press "0" and ask for me by name.

Sincerely,

Christy Mitchell



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/12/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<input checked="" type="checkbox"/> PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Charles Collins 4658 Old Peveto rd Orange, Texas
RETURN ITEM TO:	Rem Prod Serv

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

4XX586 JAN 14, 2011 ALL CURR USD 1 OF 1
SVC GMDCOM ACT WT 10.0 LBS
TRACKING# 124XX5869257756964
REF 1: CHARLES COLLINS/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC 1/P USD
DY 0.00 CGD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.00 PUB+HANDLING 10.00