

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5624

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/12/2011					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Colvin	1000 Vine St.	Glencoe	AL	35905		H 256-438-3875 E colvin2009@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

Customer sent in an email. He stated that he was at the shooting range & when flipped the safety off the gun fired. He wants to know if there is a fix for this & he stated that the rifle has been well cared for & kept in a gun cabinet. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27478	E6540706		3/9/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP		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				

1/12/11: I will email letter & form to customer. I will ask media coord. to email ARS. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

3624

Reference #	101218-000085
Status	Updated
Assigned To	Administrators
Product	History
SLA	Not specified
Queue	CSR
Date Created	12/18/2010 08:11 PM
Initial Response	12/29/2010 10:44 AM
Last Updated	12/31/2010 10:26 PM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	+1 (on -3 to +3 scale)

**Remington 700****Discussion Thread**

Customer (James Colvin)

12/31/2010 10:26 PM

The caliber of my Remington 700 is 30-06, the serial number is E6540706, mailing address 1000 Vine ST. Glencoe, AL 35905, phone # 256-438-3875

From: Remington Information

To: colvin2009@yahoo.com

Sent: Wed, December 29, 2010 9:44:35 AM

Subject: Remington 700 [Incident: 101218-000085]

Response (Dell -)

12/29/2010 10:44 AM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,  
Dell

Customer (James Colvin)

12/18/2010 08:11 PM

Hello,

I have been a proud owner of Remington 700, 30-06, for many years. I have not hunted in a few years and have recently been asked by my son to introduce him into the sport. After having taken him to shooting range a few times to teach him about firearms and proper shooting, I felt the time was right to let him share the experience of shooting my model 700. This could have been somewhat of catastrophe. Fortunately I decided to fire the rifle a couple times before allowing my son, who is 11 years old, shoot the gun. To my surprise when I moved the lever from safe to fire the gun fired! Having said all this I would like to know if there is a recall on these rifles? or some kind of manufacturer fix for this rifle, at its current state I would never fire the rifle again or purchase another. I might could understand if this gun had been abused in some way, but I am talking about a rifle that has been very well taken care of and kept in a gun cabinet. Please let me know how I can resolve this problem.

**Primary Contact**

First Name: James

Last Name: Colvin

Organization:

Login: colvin2009@yahoo.com

Title:

Contact Type:

Email: colvin2009@yahoo.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**

# Remington®

*Emailed to cust.*

January 12, 20

James Colvin  
1000 Vine St.  
Glencoe, AL 35905  
Ph: 256-438-3875  
Email: colvin2009@yahoo.com

Ref: # 5624

Dear Mr. Colvin,

You will receive a shipping label for UPS by email in 2-3 business days. 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

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 16308

[COPY]

January 12, 2011

James Colvin  
1000 Vine St.  
Glencoe, AL 35905  
Ph: 256-438-3875  
Email: colvin2009@yahoo.com

Ref: #5624

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Fax: 336-548-7872

enclosure

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 16309

Print

Reset

<b>Model</b>		<b>Serial</b>	
<b>Number:</b>		<b>Number:</b>	
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO			
<b>Name:</b>		<b>Date of Purchase:</b>	
<b>Address (no PO Boxes):</b>			
<b>City:</b>		<b>State:</b>	<b>Zip:</b>
<b>Phone</b>		<b>Fax:</b>	
<b>(Daytime):</b>			
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent)			
<b>E-mail Address:</b>			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b>			
500 characters left			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b>		<b>Type:</b>	
Other (i.e. bullet weight/type, shot size, powder):			
<b>Handload Information:</b>			
<b>Powder Used:</b>		<b>Powder Weight:</b>	
<b>Case/Hull Used:</b>		<b>Primer Used:</b>	
<b>Bullet Type/Shot Size:</b>		<b>Reloader Used:</b>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds)
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:
How often do you lubricate the bore? (Months or Number of rounds)
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 type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"> <b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b> </p>
<p><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></p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling.</p> <p style="text-align: center;">Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

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.

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** colvin2009@yahoo.com  
**Sent:** Wednesday, January 12, 2011 3:48 PM  
**Subject:** Relayed: Message relayed (colvin2009@yahoo.com)

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

colvin2009@yahoo.com

**Subject:**



**Remington.**

www.remington.com

*Handwritten signature*

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:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA			
COORDINATOR		XXXXXX	
TO MAIL			
DESCRIPTION: Ref # 5624 rifle			

## LABEL INFORMATION

MAIL LABEL TO: James Colvin 1000 Vine St. Glencoe, AL 35905 Ph: 256-438-3875 Email: colvin2009@yahoo.com	<del>Email/ARS to customer</del>
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX595 JAN 13, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969066586152  
REF 1: JAMES COLVIN/CD/DMF  
REF 2: 5624/RIFLE  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHGS:  
DV 0.00 CDD 0.00 SVC T/P USD  
DC 0.00 DCD 0.00 RS 1.00  
AM 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 9.86 PUB+HANDLING 9.86

~~SEND TO THE MEDIA COORDINATOR~~

colvin2009@yahoo.com