

Remington Arms Co., Inc.
Product Service
Legal Case #:5534

Case Information

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

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Konrad	Dierker	19965 Cougar Ave.	Blackburn	MO	65321		C 660-641-4717

Incident Information

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

1/4/11: Customer called in. He stated that his rifle had FSR. He did not have a date the last time it happened. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250	29743	S6275588		3/6/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROS		N			

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				

1/4/11: Sending ARS, ltr, form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5534 rifle			

LABEL INFORMATION

MAIL LABEL TO: Konrad Dierker 19965 Cougar Ave. Blackburn, MO 65321 Ph: 660-641-4717
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL INFORMATION ON THIS FORM AND SIGN TO BE USED FOR SHIPMENT

4XX596 JAN 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067871253
REF 1: KONRAD DIERKER/CD/DMF
REF 2: 5534/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COO 0.00	SVC T/P USD
DC 0.00	DGO 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TGT PUB CHG 0.78		SP 0.00
	PUB+HANDLING	0.78

Remington Arms Co., Inc.
Product Service
Legal Case #:5755

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/25/2011	3/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Guillermo J	Dominguez	2819 Hunters Green	San Antonio	TX	78231		E memo_dominguez@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	discharged when unloading	Concern:1025 Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

1/25/11 Per email sent to Remington.com, incid # 101225-000075, "I recently found my dad's Remington 700 serial number 6714205, I asked him if I could have it; he stated that several years ago he took it hunting and at the end of day as he was unloading it, the rifle discharged on its own. He explained that that is the reason he put it away and is afraid to take it out again. I did some research and found that several people are reporting this same incident, but I have not found any information on what is actually causing this and what needs to be done to resolve this issue. There have been no alterations to the rifle."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a	6714205		
Date Purchased	Where Purchased	Accessories	Original Owner			
	GENE SEARS SPY EL RENO OKLA		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
Owner destroyed rifle prior to sons inquiry						

Repair/Replacement Cost Repair/Replacement Date

1/25/11 Emailing ARS.cm 3/11/11 Per email from the son, "I'm very sorry for wasting your time, I had asked my dad to package it for me to send it to you folks, he refused to do anything with the rifle and has since destroyed it, thank you for all your help. I am really upset about the incident and apologize to you and your company for my father's actions, I'm and NRA instructor, Eagle Scout, and believe what your company stands for. Thank you again." Closing case cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Mitchell, Christy

From: Dominguez, Guillermo J [guillermo.j.dominguez@chase.com]
Sent: Friday, March 11, 2011 10:21 AM
To: Mitchell, Christy
Cc: Remington Information; mad2-sharp-front@remington.com
Subject: Re: Remington 700 [Incident: 101225-000075]
Attachments: mad2-sharp-front@remington.com_20110125_142448.pdf

I'm very sorry for wasting your time, I had asked my dad to package it for me to send it to you folks, he refused to do anything with the rifle and has since destroyed it, thank you for all your help.

I am really upset about the incident and apologize to you and your company for my father's actions, I'm and NRA instructor, Eagle Scout, and believe what your company stands for.

Thank you again,

Respectfully yours,

Guillermo J Dominguez Jr

Guillermo J Dominguez | JPMorgan Chase Bank | Small Business Specialist | Blanco and West Ave
o: 210 340 1578 | f: 210 366-1392 | e: guillermo.j.dominguez@chase.com

Let me know if you have any problems with the attachment.

Thanks,

Christy Mitchell

Reference #
 101225-000075
Status
 Updated
Assigned To
 Administrators
 Christy -
Product
 Firearms
SLA
 Not specified
Queue
 CSR
Date Created
 12/25/2010 11:41 PM
Initial Response
 01/19/2011 10:24 AM
Last Updated
 01/24/2011 02:43 PM
Customer SmartSense
 +1 (on -3 to +3 scale)
Staff SmartSense
 +1 (on -3 to +3 scale)

Remington 700**Discussion Thread**

Customer (Memo Dominguez)

01/24/2011 02:43 PM

Thank you
 My address is: 2819 Hunters Green, San Antonio, TX 78231
 Guillermo J Dominguez
 JP Morgan Chase
 Small Business Banker
 Sent from my EVC4g
 ----- Reply message -----
 From: "Remington Information"
 Date: Mon, Jan 24, 2011 11:58 am
 Subject: Remington 700 [Incident: 101225-000075]
 To:

Recently you requested personal assistance from our on-line support center. Below is our response.
 We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you
 To access your question from our support site, click here.
 Subject

Remington 700

Discussion Thread

Response (Christy) 01/24/2011 12:58 PM

I can do that but I still need to put an address on it. It should be the address that you will want the rifle to
 deliver back to. Send that as soon as you can and I'll request the shipping label.

Thanks,

Christy

Customer (Memo Dominguez) 01/20/2011 04:30 PM

If you could email the label to

me, thank you

Guillermo J Dominguez

JP Morgan Chase

Small Business Banker

Sent from my EVC4g

----- Reply message -----

From: "Remington Information"

Date: Wed, Jan 19, 2011 9:24 am

Subject: Remington 700 [Incident: 101225-000075]

To:

Recently you requested personal assistance from our on-line support center. Below is our response.
 We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for
 allowing us to be of service to you.

To access

your question from our support site, click here.

Subject

Remington 700

Discussion Thread

Response (Christy) 01/19/2011 10:24 AM Mr. Dominguez, I apologize for the delay in responding. I can mail,
 fax or email a prepaid UPS ground shipping label to you to cover the cost of shipping to our factory for
 inspection. After inspection I would call you with their findings and resolution. The rifle would be put on hold
 until I spoke with you unless it
 is all taken care of at no charge and then it would be
 repaired and sent back.

Please let me know your mailing/shipping address and if you prefer that I email, fax or mail the label.

Sincerely,

Christy Mitchell

Customer (Memo Dominguez) 12/25/2010 11:41 PM

I recently found my dad's Remington 700 serial number 6714205, I asked him if I could have it; he stated that
 several years ago he took it hunting and at the end of day as he was unloading it, the rifle discharged on its
 own. He explained

that that is the reason he put it away and is afraid to take

it out again. I did some research and found that several people are reporting this same incident, but I have
 not found any information on what is actually causing this and what needs to be done to resolve this issue.
 There have been no alterations to the rifle. Any information would be helpful.

I am an Eagle Scout, NRA member and a certified pistol and rifle instructor with the NRA, I am also CHL
 certified. I believe the Remington Company is a
 true American landmark and you will stand behind the
 products you manufacture.

Thank you for taking the time to read this and your response, please feel free to contact me if you need any
 additional information.

Respectfully yours,

Guillermo J Dominguez Jr.

JP Morgan Chase

Small Business Banker

Discussion Thread

Response (Christy) 01/19/2011 10:24 AM

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Christy Mitchell

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Respectfully yours,

Guillermo J Dominguez Jr.

JP Morgan Chase

Small Business Banker

Question Reference #101225-000075

Product Level 1: Firearms

Date Created: 12/25/2010 11:41 PM

Last Updated: 01/19/2011 10:24 AM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-8700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-8700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----

Response (Christy -)

01/19/2011 10:24 AM

Mr. Dominguez, I apologize for the delay in responding. I can mail, fax or email a prepaid UPS ground shipping label to you to cover the cost of shipping to our factory for inspection. After inspection I would call you with their findings and resolution. The rifle would be put on hold until I spoke with you unless it is all taken care of at no charge and then it would be repaired and sent back.

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Christy Mitchell

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12/25/2010 11:41 PM

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Thank you for taking the time to read this and your response, please feel free to contact me if you need any additional information.

Respectfully yours,

Guillermo J Dominguez Jr.

JP Morgan Chase

Small Business Banker

Primary Contact

First Name: Memo

Last Name: Dominguez

Organization:

Login: memo_dominguez@yahoo.com

Title:
Contact Type:
Email: memo_dominguez@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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/25/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<input checked="" type="checkbox"/> PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION:			
700		Email ARS to him	

LABEL INFORMATION

MAIL LABEL TO:	Guillermo J Dominguez 2819 Hunters Green San Antonio, TX 78231
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 25, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066855733
REF 1: GUILLERMO DOMINGUEZ/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.23	PUB+HANDLING	11.23