

Remington Arms Co., Inc.
Product Service
Legal Case #:5903

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225719	3/14/2011	2/21/2011	3/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Alan	Driscoll	13507 Breakwater Path Lp	Houston	TX	77044		H 281-372-6787 C 480-225-4493

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in hunting bag and gas tank of truck	Cause:4038	Could Not Duplicate Concern	
S	accidental discharge	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

2/21/11 Per call from Driscoll, he laid his rifle in the bed of the truck, had the tailgate down, and it fired without him touching the trigger. Put a hole through his hunting bag and the gas tank of the truck. He is the original owner and it has never been altered.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	25791	B6548962	AE	3/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS DAYTON OH	SCOPE BASE	Y			

CONCERN:ACCIDENTAL DISCHARGE

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
Replace TPA, clean, test at no charge as a gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	79.90	3/31/2011				

2/21/11 Mailing box and ARS.cm 3/4/11: Customer called in & wants a new gun. He stated he doesn't want this one back even if repaired. He doesn't trust it. I explained that we needed to get it in for exam & get our report. Then he would get a call about the report. df 3/15 He called again to make sure we knew he wants another gun, cannot trust this one.cm 3/28/11 Spoke with Driscoll, Ilion could not duplicate the concern, there are no parts worn out/defective/altered. Told him that I could have the trigger/safety parts replaced no charge and shoot it as goodwill however it did not require replacement of the rifle. He wanted to know if we were going to help with recouping the items damaged when it fired. I told him there was nothing in the inspection of the rifle that showed a defect on the part of the rifle. We would not cover replacement/reimbursement of these items. Driscoll asked that a manager contact him. I gave information to D. Evans to call.cm 4/4/11 Evans left messages for Driscoll to call on 3/28, 3/29, 3/30 and tried to call 4/4 but did not leave another message. No response from Driscoll.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/22/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFE
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Remington®

AE3/
22"
4.5"
.011

5903

February 21, 2011

Alan Driscoll
13507 Breakwater Path Lp
Houston, TX 77044

Subject: #5903, Model 700

Dear Mr. Driscoll,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. 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. Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

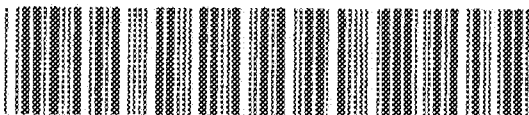
Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

20.40
27.-
17.50
15.-
79.40

B6548962

Model: 700



RE00225719

RECEIVED
MAR 23 2011

BY:

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 16526

Case #	5943	Date of Call	7/21/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Alan Driscoll
address		address	13507 Breakwater Path Lp.
contact #'s		contact #'s	Houston TX 77044
			W-281-372-6787
email		email	C-480-225-4493

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	B6548962	.270	1984	Y				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	Went off in back of vehicle. laid rifle in back of truck, tailgate down. went through bag ^{hunting} into gas tank. No alterations
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Customer's Request	
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My actions/offers	box + AR5
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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:	2/21/2011	REQUESTED BY:	chrsty
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL ☒	
DESCRIPTION:			
700 B6548962			

LABEL INFORMATION

MAIL LABEL TO:	Alan Driscoll 13507 Breakwater Path Lp Houston, TX 77044
RETURN ITEM TO: Rem Prod Serv	

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

4XX596 FEB 21, 2011 ALL CURR USD 1 OF 1
SYC GNDCCM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065947957
REF 1:ALAN DRISCOLL/CD/CM
REF 2:700/B6548962

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COO 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AM 0.00 PR 0.00 SD 0.00
TOT PUB CHG 11.28 PUB+HANDLING 11.28









