

Remington Arms Co., Inc.
Product Service
Legal Case #:5696

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222463		1/18/2011	3/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Justin	Ferreira	136 Sandy Creek Tr.	Weatherford	TX	76085		H 817-629-6234 E chevvyz98@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064 Not Examined by Product Service		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. He was hunting last year & had a shell in the rifle. He turned the safety off to unload the gun & it fired. He stated his finger was nowhere near the trigger. He said he was informed of a concern with these rifles & wanted to know if there is a fix. No damage. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6367064		
Date Purchased	Where Purchased	Accessories	Original Owner			
	NASH HDW. FT. WORTH, TEXAS		U			

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
Not examined by Product Service						
	Repair/Replacement Cost	Repair/Replacement Date				

1/18/11: Emailing letter & form. Media Coord will email ARS. df 3/15/11: Not examined by Product Service. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Reference #
101227-000139
Status
Waiting
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/27/2010 11:41 PM
Initial Response
01/17/2011 10:29 AM
Last Updated
01/17/2011 10:29 AM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.

Discussion Thread

Response (Dell -)

01/17/2011 10:29 AM

Dear Justin,

We would like the rifle to come into Product Service Dept. at our factory for exam. I will email you a letter & form. In a separate email in about 2-3 business days - you will receive a pre-paid shipping label for UPS.

Sincerely,

Dell

Customer (Justin Ferreira)

12/27/2010 11:41 PM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Justin

Last Name: Ferreira

Email: chevyz98@hotmail.com

Address 1: 136 Sandy Creek Trail

Address 2:

Telephone: 817-629-6234

City: Weatherford

State: TX

Zip Code: 76085

Country: United States

Comments:

I have a Model 700 30-06 SPGR Serial number 6367064. Last year at the end of deer season we were making trips around all the stands just to make sure there wasnt anything around. I had a shell chambered and the safety was on and when I proceeded to turn the safety off to empty the chamber the gun discharged onto the ground between both of my feet. My finger was nowhere near the trigger. I was informed of a concern with these models and was wondering if there is a fix for these?

Primary Contact

First Name: Justin

Last Name: Ferreira

Organization:

Login: 9KrF4VY9135Vc

Title:

Contact Type:

Email: chevyz98@hotmail.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®

January 18, 2011

Emailed to cust.

Justin Ferreira
136 Sandy Creek Tr.
Weatherford, TX 76085
Ph: 817-629-6234
Email: chevyz98@hotmail.com

Ref: # 5696

Dear Mr. Ferreira,

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

[COPY]

January 18, 2011

Justin Ferreira
136 Sandy Creek Tr.
Weatherford, TX 76085
Ph: 817-629-6234
Email: chevyz98@hotmail.com

Ref: # 5696

Dear Mr. Ferreira,

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

enclosure

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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; height: 150px; width: 100%;"></div> <div>500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
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?) <input type="text"/>
What were the services performed?) <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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. :: 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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: chevyz98@hotmail.com
Sent: Tuesday, January 18, 2011 11:06 AM
Subject: Relayed: Justin Ferreira - Remington Ref# 5696

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

chevyz98@hotmail.com

Subject: Justin Ferreira - Remington Ref# 5696

Remington.

www.remington.com

Justin

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 XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5696 rifle			

LABEL INFORMATION

MAIL LABEL TO: Justin Ferreira 136 Sandy Creek Tr. Weatherford, TX 76085 Ph: 817-629-6234 Email: chevyz98@hotmail.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 JAN 19, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066379525
REF 1: JUSTIN FERREIRA/CD/DMF
REF 2: 5696/RIFLE
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.50 PUB+HANDLING 10.50

chevyz98@hotmail.com