

Remington Arms Co., Inc.
Product Service
Legal Case #:6001

Case Information

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

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Grant P	Obert	Box 674	Townsend	MT	59644		E.gobient@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when chambering a round	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing	Unknown	
C				

3/15/11 Per email sent to Remington.com, incid # 110306-000091, "I had the misfortune of owning a Model 700 ADL caliber 25-06! It was a decent gun until one day I went to put a shell in the chamber and the gun fired! Thankfully like a good gun owner it was pointed in a safe direction! I immediately took it to Capital Sports and Western gun smith, he claimed there was nothing wrong with it! So like an idiot I tried it again, once when taking the safety off, the gun went off! Another time the trigger wouldn't pull, and when I tried to take the shell out of the chamber, the gun once again went off. I will never buy a Remington product ever again. There was 3 cases of accidental discharge in Montana this year alone! Now I've researched this ever since this happened to me! I was going to will it to one of my 4 children, but since you have a defective product, I guess I'll buy a different gun! One that is at least safe to use, in the hands of a person that knows how to use it! Unfortunately Remington is not one of those guns! I Want to know what you are going to due about this? I feel you owe me a 25-06! Or replace my cost of buying this defective rifle! If I don't get an honest answer from you, you will be hearing from my friend Senator Jon Tester!"cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

ADL

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				

3/15/11 Mailing ARS, replied to email through RightNow.cm 3/16/11 Obert emailed that he will not send the rifle to us but he will be taking the rifle back to Capital Sports and have them examine it.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Reference #	110306-000091
Status	Solved
Assigned To	Administrators
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	03/06/2011 10:55 PM
Initial Response	03/15/2011 02:52 PM
Last Updated	03/17/2011 08:56 AM
Date Closed	03/17/2011 08:56 AM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)

700 ADL

Discussion Thread

Customer (Grant Obert)

03/16/2011 10:56 PM

Yes I will reply gladly! My father well I purchased it from him! I've had it at Capital Sports gunshop twice, both times they told me to not fire it! I took it to Billings, Montana, and had a gunsmith check it there! Every time I was told don't ever fire this gun again! Now I've done research, and well Montana isn't the only state that has problem with your rifle! How many deaths does it take Remington Arms to admit there flaw in design? Don't you think one is to many? In Great Falls Montana alone last year there was two accidents due to your product! Oh and you want me to send me my rifle, so it can just get lost in your paperwork! No I'll gladly take it back to Capital Sports, and have there gunsmiths let you examine it! You made a very bad product and it's time you fess up to it!

— On Wed, 3/16/11, Remington Information wrote:

From: Remington Information

Subject: 700 ADL [Incident: 110306-000091]

To: gobiermt@yahoo.com

Date: Wednesday, March 16, 2011, 11:10 AM

Response (Christy -)

03/16/2011 01:10 PM

Mr. Obert, I don't know what you read into my response. I don't understand your comment. "Now due you really want to progress with this?" I was offering for Remington to pay for shipping of the rifle in for inspection and then we could resolve after the chance to look at the product. Please provide your phone number or you can reach me at the following when it is convenient so that nothing is lost in translation through emails.

Sincerely,

Christy Mitchell

800-243-9700, press "0" for the operator and ask for Christy

Customer (Grant Obert)

03/16/2011 12:56 AM

No I bought a 700 ADL 25-06 it is defective! I want it replaced or the money I paid for it back! If not you will be speaking to my attorney! William F. Hooks of Helena, Montana, he has been with me when this gun misfired, or I took the safety off! Do you really want to go to court? There was 3 accidents in Montana must last year! I'd hate to see your product taken off the market, but well maybe it should be! You have known about this defect for many years! If I take it to court I'll ask for the maximum allowable amount from you company! I have the serial number and 3 gunsmiths, that claim it's a defective rifle! Now due you really want to progress with this? I'm now buy winchesters! Because our than my 1100 remington shotgun I do not trust your product! I hate Ruger but I'd buy one of them over your product! Now I want satisfaction from your corrupt company, you have known about this for years! How many people have to die, for your corporate bottom line? And bye the way I'm sending this to all owners of this defective gun, and believe there are quite a few! Grant P. Obert Montana usa! You ought to be ashamed of your company, I know I am!

— On Tue, 3/15/11, Remington Information wrote:

From: Remington Information

Subject: 700 ADL [Incident: 110306-000091]

To: gobiermt@yahoo.com

Date: Tuesday, March 15, 2011, 12:52 PM

Response (Christy -)

03/15/2011 02:52 PM

Mr. Obert, I apologize for the delay in responding. I can send you a prepaid UPS ground shipping label to cover shipment to our factory for inspection in order to try to determine the cause of the problem. I will put the label in the mail along with a letter with my contact information. After inspection I can give you a call regarding the inspection and resolution.

Sincerely,

Christy Mitchell

Customer (Grant Obert)

03/08/2011 10:55 PM

Dear Remington:

I had the misfortune of owning a Model 700 ADL caliber 25-06! It was a decent gun until one day I went to put a shell in the chamber and the gun fired! Thankfully like a good gun owner it was pointed in a safe direction! I immediately took it to Capital Sports and Western gun smith, he claimed there was nothing wrong with it! So like an idiot I tried it again, once when taking the safety off, the gun went off! Another time the trigger wouldn't pull, and when I tried to take the shell out of the chamber, the gun once again went off. I will never buy a Remington product ever again. There was 3 cases of accidental discharge in Montana this year alone! Now I've researched this ever since this happened to me! I was going to will it to one of my 4 children, but since you have a defective product, I guess I'll buy a different gun! One that is at least safe to use, in the hands of a person that knows how to use it! Unfortunately Remington is not one of those guns! I Want to know what you are going to due about this? I feel you owe me a 25-06! Or replace my cost of buying this defective rifle! If I don't get an honest answer from you, you will be hearing from my friend Senator Jon Tester!!!!!!

Sincerely Grant P. Obert

Box 574

Townsend, Montana, 59644

Primary Contact

First Name: Grant
Last Name: Ober
Organization:

Login: gobiemt@yahoo.com

Title:

Contact Type:

Email: gobiemt@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

Reference #
110306-000091

Status
Unresolved

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
03/06/2011 10:55 PM

Initial Response
None

Last Updated
03/15/2011 11:57 AM

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

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

700 ADL

Discussion Thread

Customer (Grant Obert)

03/06/2011 10:55 PM

Dear Remington,
I had the misfortune of owning a Model 700 ADL caliber 25-06! It was a decent gun until one day I went to put a shell in the chamber and the gun fired! Thankfully like a good gun owner it was pointed in a safe direction! I immediately took it to Capital Sports and Western gun smith, he claimed there was nothing wrong with it! So like an idiot I tried it again, once when taking the safety off, the gun went off! Another time the trigger wouldn't pull, and when I tried to take the shell out of the chamber, the gun once again went off. I will never buy a Remington product ever again. There was 3 cases of accidental discharge in Montana this year alone! Now I've researched this ever since this happened to me! I was going to will it to one of my 4 children, but since you have a defective product, I guess I'll buy a different gun! One that is at least safe to use, in the hands of a person that knows how to use it! Unfortunately Remington is not one of those guns! I Want to know what you are going to do about this? I feel you owe me a 25-06! Or replace my cost of buying this defective rifle! If I don't get an honest answer from you, you will be hearing from my friend Senator Jon Tester!!!!!!

Sincerely Grant P. Obert

Box 674

Townsend, Montana, 59644

Primary Contact

First Name: Grant

Last Name: Obert

Organization:

Login: gobient@yahoo.com

Title:

Contact Type:

Email: gobient@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:	3/15/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<input checked="" type="checkbox"/> PLEASE CHECK ONE			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Grant P. Obert Box 674 Townsend, Montana, 59644
RETURN ITEM TO:	Remington Product Service

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

4XX596 MAR 15, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT UT 10.0 LBS
TRACKING# 124XX5969067890627
REF 1: GRANT P OBERT/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DCD 0.00 AS 0.50
RH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 11.33 PUB+HANDLING 11.33