

Remington Arms Co., Inc.
Product Service
Legal Case #:5655

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222023	2/4/2011	1/14/2011	2/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bobby	Hyatt	255 Coleman Dr	Angleton	TX	77515		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

1/24/11 Per email sent to Remington.com, incid # 101227-000132, "Ser.#E6727035 I purchased this gun new.Purchased this gun for my 12 year old son. So far we have now had the weapon discharge on us three times when putting the gun on FIRE.Thank God nobody has gotten Hurt or Killed. I need to know what YOU are going to do to help a Remington fan about this matter."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM-08 REM	26342	E6727035	LV	2/28/2001 11:45:20 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	L.M. BURNEY, INC.		Y			

CONCERN:FSR

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 and test fire at no charge as a gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	62.40	3/29/2011				

1/24/11 Mailing ARS.cm 2/15/11 Per llion, could not duplicate concern. Trigger assm dirty and light rust. Trigger return is very sluggish. Replace TPA, clean and test fire at 1/2 normal cost.cm 3/29/11 I emailed Hyatt that we will repair no charge as a gesture of goodwill and will mail him an owner's manual on proper maintenance of the trigger and firearm.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		R.TRAVIS
	Exam Date		2/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		24" 7MM 08 REM
	Date Code		LV
	Bore Plugged	False	

Barrel	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	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY. TRIG RETURN SLUGGISH
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Mitchell, Christy

From: Bobby Hyatt [bobbyhyatttemp@yahoo.com]
Sent: Wednesday, March 02, 2011 9:16 PM
To: Mitchell, Christy
Subject: Re: Remington Model 700

Christy thanks for the reply. I have to tell you that i am very dissapointed in the outcome of this reply. I have to ask this question, He says he could not duplicate the action and neither could i. I do know what this gun has done in the past and obviously this problem has been going on now with Remington for some time. (Read the papers and headline news about this same issue. I am not a person that is trying to cash in what the headline news say but only looking out for my families best interest. And for what you are telling me with his find, Doesnt work for me. So if it was just a little surface rust on the trigger and he replaced the whole trigger asembly doesnt add up to me. Then you want to charge me for this service makes me think there is more to this than i am being told. Bottom line Christy if i have to pay this bill i will get rid of every Remington weapon i own and then will publish your find at our Gun shows here in Houston with the way this is being handled. I guess Remington feels like whats a life lost if some other fool keeps buying your product. I guess as you have read in my letter, I am not a happy customer nor am i happy of you trying to charge me for something you have known is a problem for some time and since you cant make it do it again i must just be nuts and dont know what i am doing. Let me know what you need me to do and i will take the next step.

Bobby Hyatt
281-702-2569
Bobbyhyatttemp@yahoo.com

20.40
27.-
15.-

62.40

From: "Mitchell, Christy" <Christy.Mitchell@remington.com>
To: "BobbyHyatttemp@yahoo.com" <BobbyHyatttemp@yahoo.com>
Sent: Tue, March 1, 2011 2:25:25 PM
Subject: Remington Model 700

Mr. Hyatt, the repairman inspected the rifle and notated the following.

"could not duplicate concern, trigger assembly dirty + light rust, trigger return is very sluggish .Repiace trigger assembly ,clean and test fire at 1/2 normal cost"

The total to replace the trigger, shipping, testing comes to \$71.52. It is on hold until we hear from you. If you have already mailed the quote back I apologize for the duplication.

Sincerely,
Christy Mitchell
Consumer Affairs Administrator/Field Armorer's School Administrator
PO Box 700

870 Remington Dr.
Madison, NC 27025-0700
Phone: 336.548.8684
Fax: 336.548.7872 or 336-548-7784

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced
Armament Corp., Barnes Bullets, INTC

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24"
LV 2/01
72
.013

5655

January 24, 2011

Bobby Hyatt
255 Coleman Dr
Angleton, TX 77515

Subject: Case 5655, Model 700

Dear Mr. Hyatt,

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 box 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,

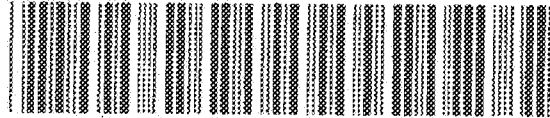
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
FEB 10 2011

BY:

E6727035

Model: 700



RE00222023

could not duplicate concern
T.A. Dirty + like rust. Trigger return
is very sluggish. Replace TPA,
clean + test fire at 1/2 normal
cost.

Quote

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700 7mm 08	Serial Number:	E6727035
Are you the original owner? ☒ YES ☐ NO			
Name:	Bobby Hyatt	Date of Purchase:	1990-1990 1998
Address (no PO Boxes): 225 COLEMAN DRIVE			
City:	ANGLETON	State:	TEXAS
		Zip:	77515
Phone (Daytime):	281-702-2569	Fax:	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): Bobby.HYATT@YAHOO.COM			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
THIS GUN WAS PURCHASED FOR MY 12 YEAR OLD SON & IT HAS DISCHARGED ON US THREE DIFFERENT TIMES (NOT ALL AT ONE TIME) WHEN PUTTING THE GUN FROM SAFE TO FIRE IT WILL GO OFF. THANK GOD NOBODY HAS GOTTEN HURT OR KILLED. I NEED YOUR HELP WITH THIS, IF YOU WOULD LIKE FOR ME TO BE A REMINGTON FAN ANY LONGER! (FINGER WAS NOT ON TRIGGER WHEN SELECTING FIRE)			
Ammunition Information:			
Manufacturer:	HORNADAY	Type:	140 GRAIN SST
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

1
26.4
27.5
15.5
62.9



Reference #
101227-000132

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

Date Created
12/27/2010 10:29 PM

Initial Response
01/19/2011 10:26 AM

Last Updated
01/20/2011 04:32 PM

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

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

Remington 700BDL 7mm-08**Discussion Thread**

Customer (Bobby Hyatt)

01/20/2011 04:32 PM

Thanks for your response. Yes please send me the prepaid information so i can put this to rest.

— On Wed, 1/19/11, Remington Information wrote:

From: Remington Information

Subject: Remington 700BDL 7mm-08 [Incident: 101227-000132]

To: bobbyhyatttemp@yahoo.com

Date: Wednesday, January 19, 2011, 9:26 AM

Response (Christy -)

01/19/2011 10:26 AM

Mr. Hyatt, I apologize for the long 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 (Bobby Hyatt)

12/27/2010 10:29 PM

Ser.# E6727035

I purchased this gun new Purchased this gun for my 12 year old son. So far we have now had the weapon discharge on us three times when putting the gun on FIRE. Thank God nobody has gotten Hurt or Killed.

I need to know what YOU are going to do to help a Remington fan about this matter.

Thanks for your time and feel free to contact me.

At this point in time we will not even use the gun because of the Dangers it poses.

Bobby Hyatt

Primary Contact

First Name: Bobby

Last Name: Hyatt

Organization:

Login: Bobbyhyatt

Title:

Contact Type:

Email: bobbyhyatttemp@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*1/24 Requested AR5.*



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/24/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Bobby Hyatt 255 Coleman Dr Angleton, TX 77515
RETURN ITEM TO:	Rem Prod Service

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

4XX595 JAN 24, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969068559554
REF 1:BOBBY HYATT/CD/CM
REF 2:700

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

