

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5753

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 224576 | 2/23/2011   | 1/25/2011       | 3/11/2011   | 1/7/2011      |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street          | City     | State | Zip   | Age | Contact                 |
|----------|----------|------------|-----------|-----------------|----------|-------|-------|-----|-------------------------|
| Incident |          | Simon      | Parkin    | 120 Normandy St | Fairhope | AL    | 36532 |     | E simonparkin@yahoo.com |

## Incident Information

| Claims | Codes                   | Repair Est.                            | Medical Treatment | Medical Status |
|--------|-------------------------|--|-------------------|----------------|
| PI     |                         |  |                   |                |
| PD     | damaged door of vehicle | Cause:4038 Could Not Duplicate Concern |                   | Unknown        |
| S      |                         | Concern:1007 Fired on Safe Release     |                   |                |
| C      |                         |  |                   |                |

1/25/11 Per email sent to Remington.com, incid #110110-000110, "I own a Model 700 30-06 SPRG Bolt action rifle. On Friday the 7th January 2011, I went to unload my rifle and when I pushed the safety forward the rifle discharged in to the door of my vehicle. My fingers were nowhere close to the trigger at the time of the discharge and my wife was only feet away at the time. I have since found out that you have had continued issues with this trigger mechanism and I would like to know what your policy is for damaged property? I understand that you are a large company, but this was a defect of the product and not human error. I would like for your company to cover the cost of repairs to my vehicle and to fix the defective trigger mechanism on the rifle."cm

## Firearm Information

| Mfg.           | Type                    | Model/Ga.                | SKU            | Serial   | Bbl | DOM       |
|----------------|-------------------------|--------------------------|----------------|----------|-----|-----------|
| Remington      | CF/BA                   | 700/30-06 SPR            | n/a            | A6554695 | BQ  | 1/12/1978 |
| Date Purchased | Where Purchased         | Accessories              | Original Owner |          |     |           |
|                | ALA PAPER BIRMINGHAM AL | SCOPE BASE, SHELL HOLDER | U              |          |     |           |

## CONCERN:FSR

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 |
|---|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Repair no charge as a gesture of goodwill |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 114.90                  | 3/11/2011               |

1/25/11 Emailing ARS.cm 3/11/11 I spoke with Parkin and gave him information on the condition of his trigger. I told him we would repair the rifle no charge as a gesture of goodwill but would not cover damages to the truck. We were not able to duplicate but found that this rifle had poor maintenance of the trigger.cm

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment                |
|-------------|------------------------|-----------------------------|------------------------|
| Examination | Examiner               |                             | B. TRAVIS              |
|             | Exam Date              |                             | 2/28/2011              |
|             | Product Type           |                             | RF                     |
|             | Action Type            |                             | A                      |
|             | Assigned To            |                             | T. NAGLE               |
| Cause       | 4038                   | Could Not Duplicate Concern |                        |
| Barrel      | Description            |                             | 22" 3006 SPR           |
|             | Date Code              |                             | BQ                     |
|             | 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  | BINDS                  |
| Extractor   | Condition              | Slightly Worn; Functioning  |                        |
|             | Cut Condition          | Slightly Worn; 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 BOLT LOCK SAFETY |
|             | Function               | Like new; Functioning       |                        |
|             | Sub-Assembly           | Non-ISS                     |                        |
| Sear        | Lift                   | ---Select---                | 010                    |
|             | Notch                  | Slightly Worn; Functioning  | DIRTY                  |

|                             |              |                               |   |
|-----------------------------|--------------|-------------------------------|---|
|                             | Tests        | Test Fired                    | False                                       |
| Feeding Test                |              | False                         |   |
| Trigger                     | Condition    | Slightly Worn;<br>Functioning | DIRTY, STICKY, RUSTY PARTS WORK<br>SLUGGISH |
|                             | Pull         | ---Select---                  | 6.5#  |
|                             | Altered      | False                         |   |
|                             | Sub-Assembly | M/700 Bolt Lock               |   |
| Non-Remington<br>Components | Description  |                               | SCOPE BASE, SHELL HOLDER                    |

X

22"  
BQ1/7  
65#  
1010

5753

January 25, 2011

Simon Parkin  
120 Normandy St  
Fairhope, AL 36532

Subject: Case 5753, Model 700

Dear Mr. Parkin,

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".**

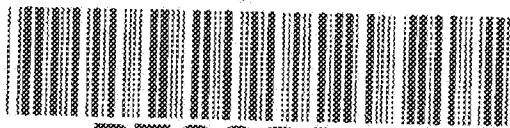
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

Serial Number: A6554695

Model: 700



RE00224576

20.40

=

11490

RECEIVED  
MAR - 2 2011

BY: \_\_\_\_\_

## Simon Parkin

From: simon parkin [simonparkin@yahoo.com]  
Sent: Saturday, February 19, 2011 10:16 AM  
To: Simon Parkin  
Subject: Fw: Defective model 700 trigger. [Incident: 110110-000110]

--- On Wed, 1/19/11, Remington Information <[info@remington.com](mailto:info@remington.com)> wrote:

From: Remington Information <[info@remington.com](mailto:info@remington.com)>  
Subject: Defective model 700 trigger. [Incident: 110110-000110]  
To: [simonparkin@yahoo.com](mailto:simonparkin@yahoo.com)  
Date: Wednesday, January 19, 2011, 4:00 PM

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

Defective model 700 trigger.

### Discussion Thread

#### Response (Christy)

01/19/2011 11:00 AM

Dear Mr. Parkin, 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. If this incident is due to a defect on our part then we would cover the property damage.

Please let me know your mailing/shipping address and if you prefer that I email, fax or mail the label. Also send the serial number of your rifle.

Sincerely,  
Christy Mitchell

#### Customer (simon parkin)

01/10/2011 04:12 PM

I own a Model 700 30-06 SPRG Bolt action rifle. On friday the 7th January 2011, I went to unload my rifle and when I pushed the safety forward the rifle discharged in to the door of my vehicle.

My fingers were nowhere close to the trigger at the time of the discharge and my wife was only feet away at the time. I have since found out that you have had continued issues with this trigger mechanism and I would like to know what your policy is for damaged property?

I understand that you are a large company, but this was a defect of the product and not human error. I would

like for your company to cover the cost of repairs to my vehicle and to fix the defective trigger mechanism on the rifle.

Thank you for your time.

Simon Parkin

**Question Reference #110110-000110**

**Product Level 1: Ammunition**

**Date Created: 01/10/2011 04:12 PM**

**Last Updated: 01/19/2011 11:00 AM**

**Status: Waiting**

----- We hope that this information will be helpful to you. If we  
can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. --  
America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 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> -----  
----- [---001:002075:02571---]

|                        |
|------------------------|
| Reference #            |
| 110110-000110          |
| Status                 |
| Updated                |
| Assigned To            |
| Administrators         |
| Christy -              |
| Product                |
| Ammunition             |
| SLA                    |
| Not specified          |
| Queue                  |
| CSR                    |
| Date Created           |
| 01/10/2011 04:12 PM    |
| Initial Response       |
| 01/19/2011 11:00 AM    |
| Last Updated           |
| 01/20/2011 04:30 PM    |
| Customer SmartSense    |
| +1 (on -3 to +3 scale) |
| Staff SmartSense       |
| -1 (on -3 to +3 scale) |

**Defective model 700 trigger.****Discussion Thread**

Customer (simon parkin)

01/20/2011 04:30 PM

Christy, the serial # is A6554695 and my home address is:  
120 Normandy Street, Fairhope, AL 36532.  
You can e-mail the shipping label and I will gladly ship the rifle to you.  
Thanks for your help.  
Simon Parkin

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

From: Remington Information  
Subject: Defective model 700 trigger. [Incident: 110110-000110]  
To: [simonparkin@yahoo.com](mailto:simonparkin@yahoo.com)  
Date: Wednesday, January 19, 2011, 4:00 PM

Response (Christy -)

01/19/2011 11:00 AM

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Thank you for your time.

Simon Parkin

**Primary Contact**

First Name: simon

Last Name: parkin

Organization:

Login: [simonparkin@yahoo.com](mailto:simonparkin@yahoo.com)

Title:

Contact Type:

Email: [simonparkin@yahoo.com](mailto:simonparkin@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**

**Remington.**

www.remington.com

*Christy*

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      |
| <b>PLEASE CHECK ONE</b> |                       |                     |         |
| MEDIA                   | Email to him at:      |                     |         |
| COORDINATOR             | simonparkin@yahoo.com |                     |         |
| TO MAIL                 | I WILL MAIL           |                     |         |
| DESCRIPTION:            |                       |                     |         |
| A6554695 700            |                       |                     |         |

LABEL INFOR

simonparkin@yahoo.com

MAIL LABEL TO: Simon Parkin  
120 Normandy Street, Fairhope, AL 36532.

RETURN ITEM TO: Rem Product Service

4XX596 JAN 25, 2011 ALL CURR USD 1 OF 1  
SVC ONDCOM ACT WT 10.0 LBS  
TRACKING 124XX5969866886394  
REF 1: SIMON PARKIN/CD/CM  
REF 2: 700/A6554695

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 CDD 0.00 RS 1.00  
GC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 10.50 PUB+HANDLING 10.50

**PLEASE COMPLETE ALL PARTS OF THIS FORM**





