

Remington Arms Co., Inc.
Product Service
Legal Case #6072

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		3/31/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Patterson	3928 15th Ave South	Great Falls	MT	59405		H 406-727-3645 E mike_p@parcomt.com

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD					
S	Fired when safety was released	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Unknown	
C					

3/31/11 Per email sent to Remington.com, incid # 110321-000096, "I own a model 700 300 win mag stainless steel Serial #S6276279 Ever since I bought it the safety was very hard to push forward. Last hunting season I went to take the rifle off safe and had to push hard to accomplish this - when I did the rifle fired and my finger was nowhere near the trigger. This is a very serious problem and I need to get it taken care off right away."cm

Firearm Information

Mfg.	Type	Model/Ca.	SKU	Serial	Rbl.	DOM
Remington	CF/BA	700/300 Win Ma	29694	S6276279		3/22/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW		U			

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				

3/31/11 Emailed that I would send a prepaid UPS ground shipping label by email in order for the rifle to come in for inspection.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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#6072

Reference #
110321-000096
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
Centerfire Rifles
SLA
Not specified
Queue
CSR
Date Created
03/21/2011 04:28 PM
Initial Response
None
Last Updated
03/30/2011 10:44 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Problem with the safety on my rifle

Discussion Thread

Customer (Michael Patterson)

03/26/2011 01:56 PM

Why have I not heard back from anyone on this question? Can I please get a response? Thank you, Mike

From: Mike Patterson [mailto:mike_p@patcomt.com]

Sent: Wednesday, March 23, 2011 2:52 PM

To: 'Remington Information'

Subject: RE: Problem with the safety on my rifle [Incident: 110321-000096] I have not heard back from anyone on this question. Please respond. Thanks, Mike From: Remington Information

[mailto:info@remington.com]

Sent: Monday, March 21, 2011 2:29 PM

To: mike_p@patcomt.com

Subject:

Problem with the safety on my rifle [Incident: 110321-000096]

Customer (Michael Patterson)

03/23/2011 04:58 PM

I have not heard back from anyone on this question. Please respond. Thanks, Mike From: Remington

Information [mailto:info@remington.com]

Sent: Monday, March 21, 2011 2:29 PM

To: mike_p@patcomt.com

Subject: Problem with the safety on my rifle [Incident: 110321-000096]

Customer (Michael Patterson)

03/21/2011 04:28 PM

I own a model 700 300 win mag stainless steel Serial #S6276279

Ever since I bought it the safety was very hard to push forward. Last hunting season I went to take the rifle off safe and had to push hard to accomplish this - when I did the rifle fired and my finger was nowhere near the trigger. This is a very serious problem and I need to get it taken care off right away. please let me know what my options are before someone gets hurt with this rifle. thank you, Mike

Primary Contact

First Name: Michael

Last Name: Patterson

Organization:

Login: mpatterson

Title:

Contact Type:

Email: mike_p@patcomt.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

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

ARS LABEL REQUEST FORM

DATE:	3/31/2011	REQUESTED BY:	christy
QUANTITY:		WEIGHT PER PACKAGE:	10
☒ RELEASE CHECK ONE			
MEDIA	Email to him at:		
COORDINATOR	mike_p@patcomt.com		
TO MAIL	☐ I WILL MAIL		
DESCRIPTION:			
S6276279 700			

LABEL INFORMATION

MAIL LABEL TO:	Michael Patterson 6775 Congo Rd Corning OH 43730 406-727-3645
RETURN ITEM TO:	Rem Prod Serv Case #6072

PLEASE COMPLETE ALL PARTS OF THIS FORM

mike_p@patcomt.com

4XX596 MAR 31, 2011 ALL CLRR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5968066236205
REF 1: MICHAEL PATTERSON/CD/CM
REF 2: 700/56276279/#6072

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DY 0.00	COO 0.00	RS 1.00	
DC 0.00	DCO 0.00	SD 0.00	
AM 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 0.38		PUB+HANDLING 0.38	