

Remington Arms Co., Inc.
Product Service
Legal Case #:5974

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		3/8/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Ratliffe	103 West Sherwood Dr	Mobile	AL	36606		H 251-432-7600 E ratcliffelaw@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot friends truck door	Cause:4079	Other - Unexamined	
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown
C				

3/8/11 per email to Remington.com, incid # 110225-000037, "I own a Remington 700 ADL 270 caliber that I bought from a friend around 1978 or 1979. I have never had any trouble with it but it did fire once when I was unloading it. That happened around 30 years ago. No one was hurt but it did shoot through my friends truck door. I never figured out why it went off and thought that maybe I had accidentally touched the trigger. I have recently read about possible trigger problems with the 700 and that Remington has offered to retrofit the 700s by removing the bolt lock so it can be unloaded with the safety on."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

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				

3/8/11 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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5974

Reference #
110225-000037
Status
Waiting
Assigned To
Administrators
Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
02/25/2011 12:10 PM
Initial Response
03/07/2011 06:44 PM
Last Updated
03/08/2011 12:36 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

remington 700 adl

Discussion Thread

Response (Christy -)

03/08/2011 12:36 PM

Mr. Ratcliffe, I will mail the prepaid UPS ground shipping label to you soon.

Since your rifle has a bolt lock (locks the bolt down while on safe) we can remove the bolt lock or if necessary, replace the trigger that contains that bolt lock, for \$20 + shipping and tax. This excludes any other parts that may be worn or damaged since production.

We will contact you after inspection if there are ANY charges to get your approval before starting the repair.

Customer (David Ratcliffe)

03/08/2011 08:26 AM

Christy Mitchell: Please send the address label to David Ratcliffe 103 West Sherwood Drive, Mobile, AL 36606. What would Remington charge to retrofit the rifle?

----- Original Message -----

From: "Remington Information"

To: ratcliffelaw@comcast.net

Sent: Monday, March 7, 2011 5:44:27 PM

Subject: remington 700 adl [incident: 110225-000037]

Customer (David Ratcliffe)

03/08/2011 08:36 AM

----- Original Message -----

From: "Remington Information"

To: ratcliffelaw@comcast.net

Sent: Monday, March 7, 2011 5:44:27 PM

Subject: remington 700 adl [incident: 110225-000037]

Christy: Please send the address label. I tried to set up an membership on Remington's website but got blocked for some reason. What would Remington charge to retrofit my rifle?

David Ratcliffe

Response (Christy -)

03/07/2011 06:44 PM

Mr. Ratcliffe, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipping into our factory for inspection of the rifle. After inspection we would contact you with the results and resolution. If you would like the label sent please forward the mailing address or if you prefer, we can email it to you. You would just need to print the label and tape it to your shipping box, then take it to a UPS terminal for shipment.

Thank you for your patience.

Sincerely,

Christy Mitchell

Customer (David Ratcliffe)

02/25/2011 12:10 PM

Hi! I own a Remington 700 ADL 270 caliber that I bought from a friend around 1978 or 1979. I have never had any trouble with it but it did fire once when I was unloading it. That happened around 30 years ago. No one was hurt but it did shoot through my friends truck door. I never figured out why it went off and thought that maybe I had accidentally touched the trigger. I have recently read about possible trigger problems with the 700 and that Remington has offered to retrofit the 700s by removing the bolt lock so it can be unloaded with the safety on. Where can I have that done?

My email address is ratcliffelaw@gmail.com and phone is 251-452-7600. Thanks

David Ratcliffe

Primary Contact

First Name: David

Last Name: Ratcliffe

Organization:

Login: ratcliffelaw@comcast.net

Title:

Contact Type:

Email: ratcliffelaw@comcast.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Dodson, Cathy

From: Mitchell, Christy
Sent: Tuesday, March 08, 2011 12:37 PM
To: Dodson, Cathy
Subject: ARS for Ratcliffe: I'm having computer issues

ARS LABEL REQUEST FORM

DATE:	3/8/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL	XX I WILL MAIL		
DESCRIPTION:	700		

LABEL INFORMATION

MAIL LABEL TO:	David Ratcliffe 103 West Sherwood Drive Mobile, AL 36606
RETURN ITEM TO:	Rem Product Service

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

4XX596 MAR 8, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067783256
REF 1:DAVID RATCLIFFE/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 SVC T/P USD
DC 0.00 GGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.04 PUB+HANDLING 10.04