

Remington Arms Co., Inc.

Product Service

Legal Case #:5724

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/20/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dewey	Ward	6901 Malibu Way	Amarillo	TX	79124		H 806-683-9985 E deweyward595@yahoo.com

Incident Information

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

1/20/11 Per email sent to Remington.com, incid j# 101228-000110, "I have a Remington 700 VTR .223 that fires when the weapons safety is moved from safe to fire without touching the trigger. I have heard and read on the internet of a possible "problem" with the Model 700 Action. I was needing Remington's advice on what actions I need to take to correct the problem. I am not looking for a lawsuit or a free weapon or have any intent to publicly do anything other than make my son's rifle safe. I just need to know how to correct the problem."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 WIN	n/a	66768044		
Date Purchased	Where Purchased	Accessories	Original Owner			
			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				

1/20/11 Mailing ARS.cm

1180861 3/9 Sending another box direct from Corporate Am

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #	101228-000110
Status	Solved
Assigned To	Administrators Christy -
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	12/28/2010 06:27 PM
Initial Response	None
Last Updated	01/19/2011 10:33 AM
Date Closed	01/19/2011 10:33 AM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.**Discussion Thread**

Note (Christy -)

01/19/2011 10:33 AM

Emailed him directly instead of through RightNow. Contact info incorrect on these "form was submitted" emails.

Customer (Justin Ferreira)

12/28/2010 06:27 PM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Dewey

Last Name: Ward

Email: deweyward595@yahoo.com

Address 1: 6901 Malibu Way

Address 2:

Telephone: 806-683-9985

City: Amarillo

State: Texas

Zip Code: 79124

Country: USA

Comments:

I have a Remington 700 VTR .223 that fires when the weapons safety is moved from safe to fire without touching the trigger. I have heard and read on the internet of a possible "problem" with the Model 700 Action. I was needing Remington's advice on what actions I need to take to correct the problem. I am not looking for a lawsuit or a free weapon or have any intent to publicly do anything other than make my son's rifle safe. I just need to know how to correct the problem. Sincerely, Dewey Ward

Primary Contact

First Name: Justin

Last Name: Ferreira

Organization:

Login: 9KrF4VY9135Vc

Title:

Contact Type:

Email: chevyz99@hotmail.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:	1/19/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		XX	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Dewey Ward 6901 Malibu Way Amarillo, TX 79124
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 JAN 20, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066461413
REF 1: DEWEY WARD/CO/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 DGD 0.00 RS 0.50
RH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 11.23 PUB+HANDLING 11.23