

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5751

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/25/2011					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Luke	3250 Stoneville Rd.	Ishpeming	MI	49849		H 906-485-5716 E michael.luke@cliffsnr.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1028 Fired With Safe ON			
C	Fired with Safe on			

Customer sent in an email. He stated that the rifle fired with the Safe on last year. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/308 WIN	24788	7697117		12/14/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER INC		U			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/7/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

1/25/11: Emailed letter & form to customer. Media Coord will email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101211-000082
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/11/2010 05:41 PM
Initial Response
01/17/2011 10:17 AM
Last Updated
01/20/2011 04:22 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

## Remington Model Seven - Bolt Action

5751

## Discussion Thread

Customer (Michael P. Luke)

01/20/2011 04:22 PM

Please see below

This is the first time I have seen this email. We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm (7897117).

caliber (.308 Win - Model Seven/bolt action), your mailing address and phone number (see below). We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form

that you can fill out to let the examiner know exactly what happened, and when this occurred.

Mike Luke

3250 Stoneville Road

Ishpeming Michigan 49849

(906) 485-5716

Sincerely,

Dell

MICHAEL P. LUKE

Sr. Supervisor Pellet Plant Operations

P 906 . 475 . 3668 M 906 . 362 . 2210 Michael.Luke@cliffsnr.com

CLIFFS NATURAL RESOURCES

Cliffs Michigan

Operations

P.O. Box 2000 Ishpeming, Michigan 49849

P 906 . 475 . 3600 F 906 . 475 . 3608 cliffsnaturalresources.com

From: Remington Information [mailto:info@remington.com]

Sent: Monday, January 17, 2011 10:18 AM

To: Luke, Michael P.

Subject: Remington Model Seven - Bolt Action [Incident: 101211-000082]

This electronic message and any attachments included with this message are for the exclusive use of the individual or entity to which it is intended to be addressed. This message may contain information that is privileged or confidential and thereby exempt and protected from unauthorized disclosure under applicable law. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering the message to the intended recipient, be aware that any disclosure, dissemination, distribution or copying of this communication, or the use of its contents, is not authorized and is strictly prohibited. If you have received this communication and are not the intended recipient, please notify the sender immediately and permanently delete the original message from your e-mail system.

===== image File Attachment =====  
image001.jpg, 11956 bytes, added to incident

Response (Dell -)

01/17/2011 10:17 AM

Dear Mr. Luke,

This is the first time I have seen this email. We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,

Dell

Customer (Michael P. Luke)

12/30/2010 07:57 AM

Still have not heard from you on this subject

MICHAEL P. LUKE

Sr. Supervisor Pellet Plant Operations

P 906 . 475 . 3668 M 906 . 362 . 2210 Michael.Luke@cliffsnr.com

CLIFFS NATURAL RESOURCES

Cliffs Michigan

Operations

P.O. Box 2000 Ishpeming, Michigan 49849

P 906 . 475 . 3600 F 906 . 475 . 3608 cliffsnaturalresources.com

From: Remington Information [mailto:info@remington.com]

Sent: Saturday, December 11, 2010 6:41 PM  
To: Luke, Michael P.  
Subject: Remington Model Seven - Bolt Action [Incident: 101211-000082]

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===== Image File Attachment =====  
image001.jpg, 11958 bytes, added to incident

Customer (Michael P. Luke)

12/11/2010 06:41 PM

I have a 1993 Remington Model Seven bolt action rifle

Last year when racking in a cartridge the rifle went off (safety was on)

I did not use the rifle this deer season

Has this happened to other model sevens?

What do I need to do to make sure this does not happen again?

Sincerely  
Mike

[cid:image001.jpg@01CB9961.2B9FEE10]

MICHAEL P. LUKE

Sr. Supervisor Pellet Plant Operations

P 906.475.3668 M 906.362.2210 [Michael.Luke@cliffsnr.com](mailto:Michael.Luke@cliffsnr.com) [Michael.Luke@cliffsnr.com](mailto:Michael.Luke@cliffsnr.com)

CLIFFS NATURAL RESOURCES

Cliffs Michigan Operations

P.O. Box 2000 Ishpeming, Michigan 49849

P 906.475.3600 F 906.475.3606 [cliffsnaturalresources.com](http://cliffsnaturalresources.com)

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===== Image File Attachment =====  
image001.jpg, 11958 bytes, added to incident

#### Primary Contact

First Name: Michael P.  
Last Name: Luke  
Organization:  
Login: [michael.luke@cliffsnr.com](mailto:michael.luke@cliffsnr.com)  
Title:  
Contact Type:  
Email: [michael.luke@cliffsnr.com](mailto:michael.luke@cliffsnr.com)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street

*Remington* Emailed to cust.

Mike Luke  
3250 Stoneville Rd.  
Ishpeming, MI 49849  
Ph: 906-485-5716  
Email: Michael.luke@cliffsnr.com

Ref: # 5751

Dear Mr. Luke,

You will receive a shipping label for UPS by email in 2-3 business days. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

**[COPY]**

Mike Luke  
3250 Stoneville Rd.  
Ishpeming, MI 49849  
Ph: 906-485-5716  
Email: Michael.luke@cliffsnr.com

Ref: # 5751

Dear Mr. Luke,

You will receive a shipping label for UPS by email in 2-3 business days. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Print

Reset

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div>500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:  Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> <b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b>  :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



Fulcher, Dell Marie

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From: postmaster@remington.com  
To: michael.luke@cliffsnr.com  
Sent: Tuesday, January 25, 2011 9:28 AM  
Subject: Relayed: Message relayed (michael.luke@cliffsnr.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

[michael.luke@cliffsnr.com](mailto:michael.luke@cliffsnr.com)

Subject:

**Remington.**

www.remington.com

*Cybermail*

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:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5751 rifle			
4XX595 JAN 25, 2011 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 1Z4XX5959067004409 REF 1: MIKE LUKE/CD/DMF REF 2: 5751/RIFLE			

### LABEL INF

MAIL LABEL TO: Mike Luke 3250 Stoneville Rd. Ishpeming, MI 49849 Ph: 906-485-5716 Email: Michael.luke@cliffsnr.com	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: DV 0.00 COD 0.00 RS 1.00 DC 0.00 DCD 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 9.86 PUB+HANDLING 9.86
Email ARS to customer	

RETURN ITEM TO Remington Arms  
Attn: Product Service  
Ilion, NY

**PLEASE COMPLETE ALL PARTS OF THIS FORM**

michael.luke@cliffsnr.com