

Remington Arms Co., Inc.
Product Service
Legal Case #:5151

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225229	3/6/2011	11/19/2010	3/23/2011	11/19/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Tracy	Soule	3969 10th St.	Fargo	ND	58102		C 701-212-5434 E tsouledaddy@q.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Son - Cut finger				
PD	Cause:4038 Could Not Duplicate Concern		U	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/19/10: Customer called in. He stated that his adult son was hunting & when he took the gun off safe it fired. The recoil caused the safety to come back & hit son in the finger & cut his finger open. He stated his son's finger was fine & did not require any medical treatment. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	84405	G6895626	WD	8/26/2009 1:22:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
8/2/2010	GANDER WAREHOUSE #1/Leban		Y			

CONCERN:FSR, INJURY

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
Replace TA @ n/c - warranty						

Repair/Replacement Cost	Repair/Replacement Date
\$62.40	3/23/2011

11/22/10: Sending ARS, ltr, form. df 3/23/11: Per Ilion - Could not duplicate concern. I will ask Ilion to replace TA, clean, & test fire @ n/c - warranty. Customer agreed with this. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		3/9/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		TNAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		WD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	WORKS SLUGGISH
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	Like new; Functioning	ACT OFFSET IN STK FROM MAG BEING MISASSM IN ACTION
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	011
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

X

COPY

2411
WDS/O
4A
011

5151

November 19, 2010

Tracy Soule
3969 10th St.
Fargo, ND 58102
Ph: 701-212-5434

Ref: # 5151

Dear Mr. Soule,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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.

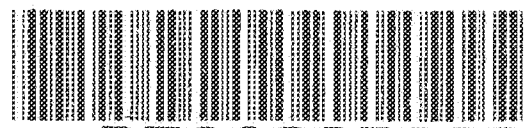
I hope that this action will keep you a loyal Remington customer.

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

enclosure

G6895626

Model: 700



RE00225229

RECEIVED
MAR 13 2011

BY:

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <u>700 XHR</u>		Serial Number: <u>G6895626</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Teddy Soule</u>		Date of Purchase: <u>8/2/2010</u>	
Address (no PO Boxes): <u>3969 10 St N</u>			
City: <u>Fargo</u>	State: <u>ND</u>	Zip: <u>58102</u>	
Phone (Daytime): <u>701-212-5434</u>		Fax: <u>N/A</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>tsoule.daddy@gmail.com</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Friday November 19, 2010</u> <u>When sliding the safety forward to the fire position without finger on the trigger the rifle discharged on its own, splitting my 25 year olds sons thumb. It did again & being extra careful, and when he slid it forward it went off again.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Bornes</u>		Type: <u>X</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>160 GR.</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPIES #9 Gun cleaning Solvent
How often do you clean the bore? (Months or Number of rounds)	So far, for Break in time
How often do you clean the action? (Months or Number of rounds)	New Gun / 1st time
How often do you clean the trigger assembly? (Months or Number of rounds)	New Gun / Gender mtn,
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	After cleaning each time
How often do you lubricate the action? (Months or Number of rounds)	AS Needed per manual
How often do you lubricate the trigger assembly? (Months or Number of rounds)	New Gun like owners manual says,
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
8-11-2010	
What were the services performed?	
Bolt Release Broken / See Attached Sheet.	
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	
☐ 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. :: 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.

February 24, 2011

Remington Arms Co., Inc
Attn: Arms Service Division
14 Hoefler Avenue
Ilion NY 13357

Dear Arms Service Division:

The reason for this letter is a brief explanation as to what happen with my brand new Remington XHR Model 700, 7mm mag rifle. The gunsmith worked on the bolt release spring. See attached.

I believe it was Friday November 19, 2010, my son who is 25 and I were deer hunting out in North Dakota. The temperature was 15 degrees, windy and cold. When my son went to take a shot with this rifle, he slid the safety forward the rifle discharged, splitting his thumb wide open. I asked him if he had his finger on the trigger and he said, "no". A little bit later that day he got another shot and with his thumb throbbing I am sure that he did not have his finger on the trigger again when he slid the safety forward the rifle discharged once more. Thank goodness no one was seriously hurt.

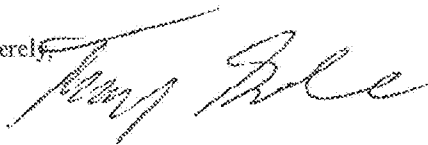
So I am sending this rifle in to be inspected per a phone conversation that I had with the representative with Remington on that date.

I have always been a loyal customer of Remington and right now have many other Remington rifles and shot guns.

The model number of this rifle is: 700XHR and the serial number is: G6895626..

If you have any questions, please feel free to either email me at tsouledaddy@a.com or call me at 701-212-5434.

Sincerely,



Tracy Soule Minnesota Firearms Safety Instructor
3969 10 St N
Fargo ND 58102

Enc.

Gunsmith SO# 3741

GM#380 - Fargo FFL# 3-45-00225

2121 43rd Street Sw

Fargo, ND 58104

(701) 277-9979

Gunsmith: Gunsmith Buck Roman



CUSTOMER INFORMATION	
Home #: (701) 232-6171	Day #:
Name: Soule, Tracy	
Address: 3969 10th ST N	
Fargo, ND 58102	

DATES	
Acquired:	08/10/2010
Apx Comp:	
Completed:	08/11/2010
Cust. Called:	09/11/2010
Disposed:	

FIREARM INFORMATION			
Manufacturer: Remington Arms Co Inc.	Type: Rifle	Serial Number: G6895625	
Model: 700XHR	Cal/Ga.: 7mm	Firearm Value: \$0.00	Cased? ☐

Description: Remington 700XHR/ 7MM/ BluedCamo/ Condition: NEW
Nikon Scope

Service Description: Bolt Release Broken - will not spring back into position upon releasing the bolt

LABOR		
UPC	Description	Amount
980499999972	GUNSMITH LABOR 30 MIN	\$40.00
Labor Sub Total:		\$40.00

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

NOTICE Jobs Can take up to 27 weeks. We will call as soon as your job is done.	TOTALS	
	Labor Sub Total:	\$40.00
	+ Parts Sub Total:	\$0.00
	Total:	\$40.00
	- Deposit Amount:	\$0.00
Amount Due:		\$40.00

* Does not include Sales Tax *

The Child Safety Lock Act of 2006 states "it is unlawful for a dealer to sell, deliver, or transfer any handgun to any person, other than another licensee, unless the transferee (buyer) is provided with a secure gun storage or safety device for that handgun." Gander Mtn. will be providing trigger locks to all transferee's (buyer's) for a nominal fee. Transferee's may also supply their own secure gun storage or safety device.

SIGNATURE

DATE



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5151 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Tracy Soule 3969 10 th St. Fargo, ND 58102 Ph: 701-212-5434
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

