

Remington Arms Co., Inc.
Product Service
Legal Case #:5185

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/23/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bruce	Chinberg	2471 Solano Ave. #135	Napa	CA	94558		W 707-252-8491 E chinberg2@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4079 Other - Unexamined		Unknown	
C	Concern:1036 Other - Does not trust firearm			
Wants a new safety installed				

11/23/10: Customer sent in an email. He saw the CNBC show & doesn't trust his firearm. He stated he wants a new safety installed. He stated it has never misfired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	n/a	6462938		
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHERN GUN DIST MIAMI FLA		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				

11/23/10: Sending ARS, ltr, form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101110-000110

Status
Waiting

Assigned To
Administrators
Dell -

Product
Ammunition

SLA
Not specified

Queue
CSR

Date Created
11/10/2010 07:41 PM

Initial Response
11/18/2010 09:45 AM

Last Updated
11/23/2010 09:06 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

FW: Model 700

Discussion Thread

Response (Dell -)

11/23/2010 09:06 AM

Bruce,

We do not know ahead of time what an estimate would be for a new trigger until the rifle comes in for exam. I will send you the pre-paid shipping label for UPS, a letter with contact information, and a form to fill out for the factory.

Sincerely,
Dell

Customer (Caren and Bruce)

11/20/2010 08:42 PM

I had already sent you the serial number, it is #6462938, I asked what it would cost to install a different or improved safety. My mailing address is 2471 Solano Ave #135, Napa Ca. 94556
This rifle has not yet misfired but my brothers has.

Bruce Chinberg

From: Remington information (mailto:info@remington.com)
Sent: Thursday, November 18, 2010 6:45 AM
To: chinberg2@comcast.net
Subject: FW: Model 700 [Incident: 101110-000110]

Response (Dell -)

11/18/2010 09:45 AM

Dear Bruce,

If you are in the U.S. - We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, 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, when this occurred and what you are expecting.

Sincerely,
Dell

Customer (Caren and Bruce)

11/10/2010 07:41 PM

From: Remington Support (mailto:remingtonsupport@robertsonmarketing.com)
Sent: Wednesday, November 10, 2010 1:44 PM
To: Caren and Bruce
Subject: RE: Model 700

Hello,

Thank you for your inquiry.

Unfortunately, the Remington Country Store does not have access to the information that you have requested.

If the information that you need is not shown on the Remington Country Store website, please contact Remington Arms at 800 243 9700, 9 am to 5 pm Eastern, Mon thru Friday. Or email questions to info@remington.com or info@remington.com

Regards,
Michelle
Customer Support Services
Robertson Marketing Group
for Remington Country Store

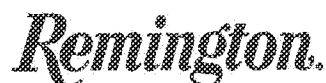
From: Caren and Bruce [chinberg2@comcast.net]
Sent: Monday, November 08, 2010 7:54 PM
To: Remington Support
Subject: Model 700

Dear Sir,

I have been a faithful Remington consumer for 35 years. I have had a number of model 700 rifles. My brother and I both have a model 700 in 223 caliber. My rifle serial number is #6462938 and it is a tack driver. I just happened to watch a TV show the other day on the safety issue of the model 700 and accidental firings. I did have a model 700 in 243 that was 1970's vintage and my brother also. We did have a couple of accidental firings. One was when my brother opened the bolt and once when I closed the bolt. After watching the TV show the other day I would like you to look up my serial number and let me know what type of safety it has. The show did say that Remington Arms can install a different safety that is safe. I would like to know how much it costs to have the safety upgraded as I plan on keeping the rifle. I'm not looking to blame anyone I would just feel more comfortable with the safety upgraded. My brother would also be interested in having his changes as well. Please let me know what the cost is and how long it would take.

Thanks for your time in advance. I'm sure you're probably busy with this issue after the show.

33 177 13010



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/23/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5185 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Bruce Chinberg
2471 Solano Ave. #135
Napa, CA 94558
Ph: 707-252-8491

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

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

4XX596 NOV 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065528400
REF 1: BRUCE CHINBERG/CD/DMF
REF 2: 5185/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
SP 0.00
TOT PUB CHG 11.74 PUB+HANDLING 11.74