

Remington Arms Co., Inc.
Product Service
Legal Case #:5613

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/11/2011	10/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Terry	Andrus	30 Wincrest Falls Dr.	Cypress	TX	77429		H 281-251-3160 W 713-355-1196 C 281-728-7765

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

Steve Joyce brought a letter to me on 1/11/2011. Letter received into Consumer Service Dept. on 1/11/2011. Customer stated that in Dec. 2010 he experienced a FSR while hunting. No damage, No injury. He stated he did some research & found that we have a problem that we are doing nothing about. He is in the process of having new triggers put into all of his Model 700's. He doesn't plan on getting a lawyer. He stated there was no need to reply to his letter. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a			
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
Gun has not been returned to factory						

Repair/Replacement Cost	Repair/Replacement Date

1/11/11: Sending ARS, letter, form. df 10/28/11: Gun has not been returned to factory. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Terry Andrus

30 Wincrest Falls Drive

Cypress, Texas 77429

(281) 251-3160 home

(281) 728-7765 cell

(713) 355-1196 office

December 24, 2010

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

Gentlemen:

Received Date: _____
CSR: _____ *Sam*
Response Date: _____
Response/File: _____

I had an experience this past week with one of your rifles that literally left me shaking in a South Texas deer blind. When I pushed the safety off on my Remington 700, the rifle fired. Thankfully no one was injured, including the 170 class whitetail that I had been hunting for three days. Now some call me lucky, and the buck reappeared after about two minutes, and low and behold, the gun fired again when the safety was pushed forward.

I put an empty shell in the chamber, tested it, and again, the firing pin hit the empty again...just like it had two times before. Needless to say, my hunt was over. Now before you start thinking I am going to lawyer up and sue...not my style. However, several of the men in the hunting camp with me had experienced the same issue and some had first hand knowledge of it happening to other hunters. I did a little research and found this to be a problem that has been brought to your attention and, so far as I can tell, nothing done about it.


I have been a loyal supporter of Remington for more than 30 years and I own a good number of Remington 700 rifles (more than 10) and have even had two custom rifles built around the 700 action. These guns have been in the deer blind with both of my children and both of them have hunted with Remington rifles. I am now in the process of having new triggers put into all of the Remington 700 rifles, because I could not bear the thought that one day someone might be injured or killed because of the flaw in your trigger system.

My question to you is, since you know about it, and you know how to fix it, why haven't you? This appears to be a complete lack of regard for the millions of sportsman, and those around them, that have supported your company over the years. I am not going to sue, lawyers are the only winners in that deal, but I am not going to purchase another Remington product until you

stand up and fix this problem. I am also going to warn all of my fellow hunters about the safety issue I experienced, because to not do so might cause harm to someone else or those around them.

No need to reply to this letter, I, along with a good number of other people will be watching to see how you handle this and if you will do what is right by your supporters and not what some statistician or lawyer tells you it might cost if you don't. Consumer driven businesses live and die by how they treat their customers. It would be a damn shame to watch Remington go away because their leadership listened to a lawyer or statistician and not to their sense of duty.

Sincerely,



Terry Andrus



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/11/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5613 rifle			

LABEL INFORMATION

MAIL LABEL TO: Terry Andrus 30 Wincrest Falls Dr. Cypress, TX 77429 Ph: 281-251-3160
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

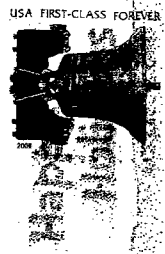
4XX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065809384
REF 1: TERRY ANDRUS/CD/DMF
REF 2: 5613/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 11.23	PUB+HANDLING	11.23	

TERRY ANDREWS
30 WINCREST FAUCS DR
CYPRUS, TX 77429

NORTH HOUSTON TX 77060

DEC 20 1994



Remington Arms Company
970 Remington Drive
P.O. Box 700
MADISON, SC 27025-0700

27025-0700

