

Remington Arms Co., Inc.
Product Service
Legal Case #:4972

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
237213	8/4/2011	11/4/2010	8/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Fred D	Dunn Jr	4860 N State Rd M77	Germfask	MI	49836		E Yorkiemom48866@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

11/4/10 Per email sent to Remington.com, incid # 101028-000142, "In 1986 I was hunting with some friends and my 15 year old son and while attempting to unload the rifle I flipped the safety off, the rifle discharged with both my hunting partners near by. The gun was pointed at the ground as was my normal safety practice. I did not have my finger anywhere near the trigger. I have not used the rifle since. Until last week I never heard that anyone else was having a problem with this."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	337399	AR	3/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

CONCERN: FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	/175	7 REM MAG				
Concern	Other	Factory	Reload			
0:		Y	N			

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
Per Ilion, can offer to replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	8/10/2011				

11/4/10 Mailing ARS and letter for the rifle that had the FSR.cm 8/10/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test fire at BLSM program price of \$20 + shipping.cm *8/12 left message w/ quote.cm*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		AR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
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	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	STICKY TAPE RESIDUE ON STK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

9972

24"
AR3/68
6#
.009

November 4, 2010

Fred D. Dunn, Jr.
4860 N. State Rd M77
Germfask, MI 49836

Subject: #4972, Model 700

Dear Mr. Dunn,

Per our email conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
AUG 09 2011

enclosure

Number:

337399

Model: 700



RE00237213

could not duplicate concern.
can offer to replace TPA, clean
& test gun under RCP Con
\$ 20.00 + ship

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

PS 23291

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700	Serial Number:	337399
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: FRED D. DUND JR.		Date of Purchase: 1967	
Address (no PO Boxes): 4860 N. State Rd M-77			
City: GERMFASK	State: MICH.	Zip: 49836	
Phone (Daytime): 248-821-1598	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Yorkie Mom 48866 @ AOL . Com			
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: DURING A DEER HUNTING TRIP IN NOV 1986 I RETURNED TO CAMP WITH MY SON AND ANOTHER HUNTING PARTNER. I PUSHED THE SAFETY OFF AND THE RIFLE FIRED. I DID NOT TOUCH THE TRIGGER. I HAVE ALWAYS PRACTICED FIREARM SAFETY AND THE RIFLE FIRED INTO GROUND. I HAVE USED FIREARMS SINCE I WAS 11 YRS OLD HUNTING WITH MY FATHER. I OWN ANOTHER DOZEN SPORTING FIREARMS SOME REMINGTON. I REFUSED TO USE THIS RIFLE AFTER THIS. I CONSIDERED DESTROYING THIS RIFLE. SO IT WOULD NEVER HAPPEN AGAIN. F.D.			
Ammunition Information:			
Manufacturer: Remington	Type: 7mm Rem. Mag.		
Other (i.e. bullet weight/type, shot size, powder): 175 gr.			
Handload Information:			
Powder Used:	Powder Weight:		
Case/Hull Used:	Primer Used:		
Bullet Type/Shot Size:	Reloader Used:		

Reference #
101028-000142
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/28/2010 09:42 PM
Initial Response
11/03/2010 09:53 AM
Last Updated
11/03/2010 09:41 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Remington 700 Bolt action rifle**Discussion Thread**

Customer (1 Yorkiemom48866@aol.com)

11/03/2010 09:41 PM

Dear Sirs:

Thank you for your quick response on this matter.

I would like to have you send me the prepaid lable for shipping and factory inspection. Would it be possible for me to send it back to you in the spring? We leave for Florida for the winter and would not be available to accept the package back until spring. I will not be using the rifle, and haven't since the incident happened.

I do want to have the rifle inspected if this is a problem please let me know.

My address for the

shipping lable is:

4860 N STATE RD M77

GERMFASK, MI 49836

Thank You,

Fred D. Dunn Jr.

-----Original Message-----

From: Remington Information

To: yorkiemom48866

Sent: Wed, Nov 3, 2010 9:53 am

Subject: Remington 700 Bolt action rifle [Incident: 101028-000142]

Response (Christy -)

11/03/2010 09:53 AM

Mr. Dunn, I can send you a prepaid UPS ground shipping label to cover shipment and a free inspection at the factory to determine the cause of the incident you described. I would call you after inspection with the details and resolution.

I will also send you a letter that I would ask you to insert inside the box with the rifle before shipping. Let me know what address you would like on the label as that would be the address the rifle would return to and it will require an adult signature.

I can email or fax the labels and letters if you prefer to speed the process. I'll await your reply.

Sincerely,

Christy Mitchell

Customer (1 Yorkiemom48866@aol.com)

10/28/2010 09:42 PM

Dear Sirs;

I have owned a Remington 700 bolt action rifle which I purchased new in 1967. I still own it today. I read on a CNBC sight that in 2002 you could have had the trigger mechanism replaced so that you did not have to take the safety off to unload the rifle. I was never informed that I could have the trigger mechanism replaced and was unaware that others have a had a problem with this. In 1986 I was hunting with some friends and my 15 year old son and while attempting to unload the rifle I flipped the safety off, the rifle discharged with both my hunting partners near by. The gun was pointed at the ground as was my normal safety practice. I did not have my finger anywhere near the trigger. I have not used the rifle since. Until last week I never heard that anyone else was having a problem with this. The Serial Number on the Model 700 Remington is 337399. It still looks like the day I bought it there has been no misuse. In the 1980's I purchased a model 700 Serial Number C6822018 which has never been fired after I purchased it. I am a gun collector and a Hunter. I own several other Remington shotguns and have always been happy with them and considered them top of the line. I am concerned and very unhappy that your company was aware of this problem and chose to ignore it and blame poor maintenance or mishandling instead of correcting the defect. I would like information on how to have the defect in the trigger mechanism repaired by you.

Sincerely,

Mr. Fred D Dunn Jr.

PO Box 416

Curtis, MI 49820

Email Address: Yorkiemom48866@aol.com Yorkiemom48866@aol.com>**Primary Contact**

First Name: 1

Last Name: Yorkiemom48866@aol.com

Organization:

Login: yorkiemom48866@aol.com

Title:

Contact Type:

Email: yorkiemom48866@aol.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:	11/4/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: Fred D. Dunn, Jr.
4860 N. State Rd M77
Germfask, MI 49836

RETURN ITEM TO: Rem Product Service

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

NOV 5 2010 11:00 AM
RECEIVED
FRED D. DUNN, JR.
4860 N. STATE RD M77
GERMFASK, MI 49836

NOV 5 2010 11:00 AM
RECEIVED
FRED D. DUNN, JR.
4860 N. STATE RD M77
GERMFASK, MI 49836







