

Remington Arms Co., Inc.
Product Service
Legal Case #:6625

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		9/28/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gordon	Wood	7007 Misty Ridge Dr.	Converse	TX	78109		H 210-887-6464 E sgtgtwood@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

Customer sent an email through Right Now Tech. Ref # 110919-000282. He stated that he has a Model 700 in .223 & he had fired it & then when he chambered another round the rifle fired again without pulling the trigger. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	20000	G281332		
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
	Repair/Replacement Cost	Repair/Replacement Date				

9/28/11: Mailing ARS, letter, form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
110919-000282
Status
Updated
Assigned To
Administrators Dell -
Product
Firearms Centerfire Rifles
SLA
Not specified
Queue
CSR
Date Created
09/19/2011 04:54 PM
Date Initial Solution Response
09/22/2011 02:27 PM
Last Updated
09/24/2011 05:26 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700 Misfire

Discussion Thread

Customer (Gordon Wood)

09/24/2011 05:26 PM

Dell: This rifle is a Remington Model 700, SN G281332 in .223 Rem. Address: 7007 Misty Ridge Drive, Converse TX 78109. My day time phone number is 210-887-6464. Thanks. Gordon Wood

From:

Remington Information

To: sgtgtwood@yahoo.com

Sent: Thursday, September 22, 2011 1:27 PM

Subject: Model 700 Misfire [Incident: 110919-000282]

Response (Dell -)

09/22/2011 02:27 PM

Dear Mr. Wood,

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

Note (Jennifer Rakestraw)

09/21/2011 05:50 PM

Emailed Dell & Christy so they can reassign this to them since it fired on consumer when he was chambering the round.

Customer (Gordon Wood)

09/19/2011 04:54 PM

I have a model 700 in 223 that I had fired and when I chambered another round the weapon fired again without pulling the trigger. The weapon was pointed in a safe direction so there was no danger but what can I do to identify the problem or keep this from happening again?

Thanks

Primary Contact

First Name: Gordon

Last Name: Wood

Organization:

Login: sgtgtwood

Title:

Contact Type:

Email: sgtgtwood@yahoo.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:	9/28/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6625 rifle			

LABEL INFORMATION

MAIL LABEL TO: Gordon Wood
7007 Misty Ridge Dr.
Converse, TX 78109
Phone: 210-887-6464

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

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

4XX596 SEP 28, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067737985
REF 1: GORDON WOOD/CD/DMF
REF 2: REF#6625/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 11.53	PUB+HANDLING	11.53	