

Remington Arms Co., Inc.
Product Service
Legal Case #:5697

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/18/2011	1/26/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Sanders	300 Snow Line Ln.	Kallispell	MT	59901		H 406-253-0487 E srzsanders@centurytel.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		
S	Concern:1028	Fired With Safe ON	Unknown	
C	Fired with Safe on			

Customer sent in an email. He stated that he took the gun out of the safe & made sure it was unloaded. Closed the bolt with the Safe on & the firing pin dropped. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27171	S6609406		6/12/2007 8:56:13 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	PACIFIC FLYWAY WHOLESALE		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 not sent to Ilion						
	Repair/Replacement Cost	Repair/Replacement Date				

1/18/11: Emailed letter & form. Media Coord will email ARS. df 1/26/12: Gun not sent to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Reference # 110108-000028
Status Waiting
Assigned To Administrators Dell -
Product Firearms
SLA Not specified
Queue CSR
Date Created 01/08/2011 10:56 AM
Initial Response 01/17/2011 10:33 AM
Last Updated 01/17/2011 10:33 AM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)

Re: PREMATURE FIREING [Incident: 101128-000115]**Discussion Thread****Response (Dell -)**

01/17/2011 10:33 AM

Dear Scott,
I will email you a letter & form. In about 2-3 business days, you will receive a separate email with a shipping label for UPS to have the gun come back in.

Sincerely,
Dell

Customer (SCOTT AND RITA SANDERS)

01/08/2011 10:56 AM

Hi Dell sorry it took so long . Just a point of itinterest this morning i took the gun out of the safe and made sure it was unloaded closed the bolt and the firing pin activated the safety was on. Here is the info you need. S/N S6609406 REM 300 WIN MAG XCR MOD 700 ADDRESS 300 SNOW LINE LN KALISPELL MT 59901 PHONE # 1-406-253-0487 Please let me know asap thank you Scott

— Original Message —

From: Remington Information

To: srzsanders@centurytel.net

Sent: Monday, December 13, 2010

7:00 AM

Subject: PREMATURE FIREING [Incident: 101128-000115]

Note (RightNow Administrator -)

01/08/2011 10:56 AM

Incident created due to reply to expired incident 101128-000115.

Primary Contact

First Name: SCOTT

Last Name: AND RITA SANDERS

Organization:

Login: srzsanders@centurytel.net

Title:

Contact Type:

Email: srzsanders@centurytel.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington.

Emailed to cust.

January 18, 201

Scott Sanders
300 Snow Line Ln.
Kallispell, MT 59901
Ph: 406-253-0487
Email: ssanders@centurytel.net

Ref: # 5697

Dear Mr. Sanders,

You will receive a shipping label for UPS by email in 2-3 business days. 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

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

PS 25919

[Print](#)[Reset](#)

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
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
<input type="checkbox"/> 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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: srzsanders@centurytel.net
Sent: Tuesday, January 18, 2011 11:45 AM
Subject: Relayed: Message relayed (srzsanders@centurytel.net)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

srzsanders@centurytel.net

Subject:

Fulcher, Dell Marie

From: Scott Sanders [srzsanders@centurytel.net]
To: Fulcher, Dell Marie
Sent: Tuesday, January 18, 2011 9:22 PM
Subject: Read: Scott Sanders - Remington Ref# 5697

Your message was read on Tuesday, January 18, 2011 9:22:11 PM (GMT-05:00) Eastern Time (US & Canada).

Remington.

www.remington.com



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

ARS LABEL REQUEST FORM

DATE:	1/18/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR XXXXXX TO MAIL			
DESCRIPTION: Ref # 5697 rifle			

LABEL INFORMATION

MAIL LABEL TO: Scott Sanders 300 Snow Line Ln. Kallispell, MT 59901 Ph: 406-253-0487 Email: srzsanders@centurytel.net	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 JAN 19, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066795914
REF 1: SCOTT SANDERS/CD/DMF
REF 2: 5697/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 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.90 PUB+HANDLING 12.90

srzsanders@centurytel.net