

Remington Arms Co., Inc.
Product Service
Legal Case #:7211

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255283	1/20/2012	1/3/2012	1/30/2012	1/2/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Collier	110 Marlboro Farms Rd	Rocky Point	NC	28457		C 910-520-0273 E mcollier2@ec.rr.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	Concern:1007	Fired on Safe Release		
C	FSR			

1/3/12: Customer called in. He stated that he put the rifle in his vehicle & then realized that he didn't unload it. He moved the safety to fire & the gun went off, he said he never touched the trigger - he shot a hole in the floor of the truck & took out the transfer case of the truck. He stated he wasn't worried about the truck damage. No injury. He stated he has owned the rifle since 1995 & never had a problem. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6787557	DY	9/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
		Remington/700/CF/BA				
Repair @ n/c - goodwill gesture	Repair/Replacement Cost	Repair/Replacement Date				
	\$66	1/30/2012				

1/6/12: Mailing ARS & forms. Box order# 1293543. df 1/30/12: Replace TA, clean & test fire @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		22" 3006 SPRG
	Date Code		DY
	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; Not Functioning	
	Stock Condition	Worn; Functioning	OLD CRACK IN STK AT GRIP
	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---	.013
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER ASSM DIRTY.TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

22"
049/
2.5"
017

7211

COPY

January 3, 2012

Michael Collier
110 Marlboro Farms Rd.
Rocky Point, NC 28457
Phone: 910-520-0273

Ref: # 7211, Model 700, Serial # 6787557

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

Serial Number:

6787557

Model: 700



RE00255283

RECEIVED
JAN 21 2012

BY:.....

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00008694	Serial Number / Description 6787557 Model 700 Center Fire Caliber: 3006	Date of Request: 01/06/2012 Date Printed: 01/06/2012
Customer: MICHAEL COLLIER 110 MARLBORO FARMS RD ROCKY POINT, NC 28457 US		Destination: Arms Services 14 Hocfler Ave Ilion, NY 13357 US
Email:		Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 7211 - FSR

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="6787557"/>	
Name: <input type="text" value="Michael Collier"/>		Date of Purchase: <input type="text" value="1996"/>	
Address (no PO Boxes): <input type="text" value="110 Marlboro Farms Rd"/>			
City: <input type="text" value="Rocky Point"/>		State: <input type="text" value="NC"/>	Zip: <input type="text" value="28457"/>
Phone (Daytime): <input type="text" value="910-520-0273"/>		Fax: <input type="text"/>	
E-mail Address: <input type="text" value="mcollier2@cc.rr.com"/>			
Please describe your problem: <div style="border: 1px solid black; padding: 5px; min-height: 150px;"> <p>See attached</p> </div>			
<input type="text" value="500"/> characters left			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><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.</p> <p style="margin-left: 40px;">:: Record the serial number of your firearm before sending it.</p> <p style="margin-left: 40px;">:: 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.)</p> <p style="margin-left: 40px;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="margin-left: 40px;">:: 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.</p>			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

12 January 2012

Statement of Unintended Discharge of Remington Model 700 #6787557

On 2 January 2012 after returning to my truck after a morning deer hunt with my daughter, I placed my Remington Model 700, 30.06 rifle #6787557, in my truck at a 45° angle, with the muzzle in the floor of my vehicle. I reached and placed my hand around the stock of the rifle behind the bolt in a normal shooting grip. My finger, or any other object, was not on the trigger or in the trigger guard. As this particular model operates, I had to move the safety lever from safe to fire to open the bolt and render the rifle safe from ammunition. As soon as the lever was moved to the fire position the gun immediately discharged into the floor of my truck. This was a surprise to me and took me back because the first thought I had was "did this rifle just go off?" I immediately asked my daughter if she was okay and I was not injured. Because of the muzzle being in the floor of the truck, it muffled the blast and was not loud.

After verifying no injuries to myself or my daughter, I inspected my truck for damages. I found the entrance and exit in the floor of my truck. Upon further inspection the round severed the gear shift linkage, and entered the transfer case, was ricocheted and exited out. No other damage to my truck was found by me or my mechanic. A copy of repairs is attached also.

I conducted research on the internet after conferring with a friend about the unintended discharge and found many complaints of the Remington Model 700 having malfunctions with the rifle discharging without pulling the trigger and moving the safety lever.

I contacted Dell Fulcher on 3 January 2012 and explained to her what had taken place as written above.


Michael Collier

KEN HOFFMAN AUTOMOTIVE

Invoice

2935 ORVILLE WRIGHT WAY UNIT 120
WILMINGTON, NC 28405
PHONE 910-3431414 or
910-538-9558 fax 910-343-1415

Date	Invoice #
1/3/2012	3997

Bill To
MICHAEL COLLIER 05 1500 520-0273

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
	REPLACED TRANSFER CASE HALF,REPLACED SHIFT CABLE AND SWITCH	1,295.65	1,295.65
	SALES TAX	7.00%	0.00
Total			\$1,295.65

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (slings, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Do not have a proof of purchase

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00008694
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



ARS LABEL REQUEST FORM

DATE: 01/06/2012	Service Request # SR00008694
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	MICHAEL COLLIER 110 MARLBORO FARMS RD ROCKY POINT, NC 28457 US SR00008694 Email:
RETURN ITEM TO:	ILN Arms Services



4XX696 JAN 6, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX69690865763996 ALL CURRENCY USD
 REF 1:SR00008694
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.60
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 9.61	PUB+ HANDLING 9.61

ATTN: Product Service







