

Remington Arms Co., Inc.
Product Service
Legal Case #:7542

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
264311	4/10/2012	3/29/2012	4/17/2012	3/25/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Saum	1120 S. Burnett Rd.	Springfield	OH	45505		C 937-561-2039 F 937-324-0070 E david.saum@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot a hole in truck	Cause:4038	Could Not Duplicate Concern		Unknown
S FSR	Concern:1007	Fired on Safe Release		
C				

3/29/12: Customer called in. He stated he had FSR w/rifle on 3/25. Shot a hole through dash & heater core of his truck. Did not ask for compensation during our phone conversation. He stated the rifle belongs to his father-in-law. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6MM REM	n/a	6499385	XU	12/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	GEORGE MEEK CO SPRINGFIELD OH		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
Replace TA @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

3/29/12: Mailing ARS & forms w/box from Madison office. df 4/17/12: 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		4/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 6MM REM
	Date Code		XU
	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	SLUGGISH
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	
	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--	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	4#
	Altered	True	SET SCREWS ALTERED, SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	

COPY

22"
1412/71
4#
1007

7542

March 29, 2012

David Saum
1120 S. Burnett Rd.
Springfield, OH 45505
Phone: 937-561-2039

Ref: # 7542, Model 700, Serial # 6499385

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility for examination and service request.

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:

6499385

Model: 700



RE00264311

RECEIVED
APR 16 2012

BY:

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

PS 29124

Model Number: <u>700</u>		Serial Number: <u>6499385</u>	
Name: <u>David A. Saum</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>3851 Mumper Rd.</u>			
City: <u>Springfield</u>	State: <u>OH</u>	Zip: <u>45502</u>	
Phone (Daytime): <u>937-561-2039</u>		Fax: <u>937-324-0090</u>	
E-mail Address: <u>David.Saum@yahoo.com</u>			
Please describe your problem:			
<p>Rifle discharged while removing safety. The bullet entered the cab of my truck into the dash, through the glove box, through the cab heater core and through the blower. I have not found where the bullet ended.</p>			
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>:: Record the serial number of your firearm before sending it.</p> <p>:: 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>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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"/>	

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00016392	Serial Number / Description 6499385 Model 700 Center Fire Caliber: 6	Date of Request: 03/29/2012 Date Printed: 03/29/2012
Customer: DAVID SAUM 1120 S. BURNETT RD. SPRINGFIELD, OH 45505 US	Destination: Arms Services 14 Hoefler 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 # 7542

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

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

Sunday March 25 2012 at 4:15 P.M. I had just returned to my truck after hunting groundhogs. I opened my drivers side door with my right hand. With my left hand I raised my Remington 6mm model 700 bolt action rifle with muzzle pointing straight up. I opened the magazine to let cartridges fall into my right hand. I placed the cartridges on the drivers seat. I then tilted the rifle to the right, horizontal with the ground. As I was tilting the gun I used my right index finger to position safety in fire position so I could remove live cartridge from chamber. THE RIFLE FIRED! The bullet entered the dash, went through the glove compartment, through the cab heater core, and into the fan. I have not found where the bullet ended.

After telling a friend of this incident he revealed to me THE FAULT with the Remington Model 700 bolt action rifle. I have been all over the internet reading about this fault with Your rifle. I am wondering how many more Deaths, Injuries, or Accidents your associates can live with. Thank God it was just my truck that took the bullet and not my Wife or my Son or a Friend or any Human Being.

My heart goes out to the people who have lost a loved one because of your rifle. And prayers to the future Victims.

I believe your company is responsible for the repair of my truck. Could you please contact me on this matter and let me know what you are willing to do.

Thank You

David A. Saum

-PHONE-
323-4918



THIS IS YOUR INVOICE

SPRINGFIELD, OHIO 45502

Charge Accounts Due 30 Days Net. 1½% FINANCE CHARGE (ANNUAL PERCENTAGE RATE of 18%) per month charged after 30 days.

NO.		DATE		June 2 1973	
CUSTOMER Perry Kell U X Box 360					
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.
			<input checked="" type="checkbox"/>		
					PAY OUT City
QTY	DESCRIPTION	PRICE	AMOUNT		
1	Rm. 6 MM	131.95			
	George	37.95			
1	Box 3 Range	7.95			
1	M Barnes	97.50			
1	Bx Bullets	4.40			
		180.00			
		Tax 8.10			
		188.10			
		600.00			
		128.10			
Cust					
TOTAL					

All claims and returned goods **MUST** be accompanied by this bill.

F 2718

REC'D BY

FLATPAK® MOORE BUSINESS FORMS, INC. 22

ARS LABEL REQUEST FORM

DATE: 03/29/2012	Service Request # SR00016392
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:	DAVID SAUM 1120 S. BURNETT RD. SPRINGFIELD, OH 45505 US SR00016392 Email:
RETURN ITEM TO:	ILN Arms Services

4XX686 MAR 29, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6869086336955 ALL CURRENCY USD
 REF 1:SR00016392
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 9.65		PUB + HANDLING	9.65

ATTN: Product Service



ShipRequest™



Ship To: DAVID SAUM
Company:
Address 1: 1120 S. BURNETT RD.
Address 2:
Address 3:
City: SPRINGFIELD
State/Province: Ohio
ZIP/Postal Code: 45505
Country: United States
email:
Phone: 937-561-2039
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Mon, April 2, 2012 *dy*
Package ID: 8852

Special Instructions:

Sender Name: Dell Marie Fulcher
email: dell.fulcher@remington.com
Prepared By: Dell Fulcher
Phone: 336-548-8686

Date: 03-30-12 1 lb 9.2 oz	
Acct # : 230145	Base :\$ 6.74
Cust # : 0DL0000006752	Spc S:\$ 0.00
Zip/Zone: 45505 / 4	Addl :\$ 0.00
Trk # : 1Z4XX5960300028137	
Pkg ID #: 8852	Total \$ 6.74
Service : UPS Ground	





