

Remington Arms Co., Inc.
Product Service
Legal Case #:9684

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		12/13/2013	12/13/2013	12/9/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Lonza Biologics Inc.	Erick	Petit	101 International Drive	Portsmouth	NH	03801		W 603-610-4877 E erick.petit@lonza.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		
S	FSR while dry firing	Concern:1007 Fired on Safe Release	Unknown	
C				

12/10/13: Customer emailed into Right Now Tech. Ref# 131210-000064. He stated he was cleaning the gun on 12/9/13 & when he moved the safety from safe to fire the firing pin released. He stated the gun was not loaded. He said he feels he has a dangerous issue & there is plenty of info out there to suggest that Remington is aware of the issue, he has lost trust in Remington & will likely install a Jewel mechanism. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	RR14896A		5/21/2012 12:40:40 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 2634		Y			

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
Customer refused to send gun in for exam						
	Repair/Replacement Cost	Repair/Replacement Date				

12/12/13: I was assigned the email in RNT. I replied to the customer & expressed concern & that we would like to have the firearm come in for exam, requested his mailing address, offered a pre-paid shipping label & a shipping

box if needed. df 12/12/13: Customer replied & asked for my contact info. df 12/13/13: I replied to customer & again requested his mailing address so a shipping label & box could be sent out to him & I would send a letter with my contact info at that time. I would be unable to answer specific questions about his rifle until we've had a chance to examine it. df 12/13/13: Customer replied to email & he called me at 4:00 pm ET - He stated that he was very upset with Remington & he will never purchase another Remington & will put in an aftermarket trigger assembly on this rifle. He stated he would not send his rifle into us for exam & he has no confidence in Remington. He stated he would send in the trigger only for this rifle if we wanted to evaluate that. I explained that we needed the complete rifle with the Remington trigger assembly in it so that we could complete our exam and testing. I also reiterated that we are concerned about the issue he stated in his emails & we have offered to send a pre-paid label, shipping instructions & a rifle box at no charge to him so the gun can be examined. Customer refused that offer. He stated that he feels we are being dishonest about our triggers. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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700BDL

Reference #
131210-000064

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
12/10/2013 03:58 PM

Date Initial Solution Response
12/12/2013 08:35 AM

Last Updated
12/13/2013 04:34 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

700BDL custom deluxe in 30-06 SER#RR14896A**Discussion Thread****Note (Dell -)****12/13/2013 04:34 PM**

12/13/13 @ 4pm ET - Customer called in & spoke w/me. He stated that he was very upset with Remington & he will purchase another Remington & will put in an aftermarket trigger assembly on this rifle. He stated he would not send his rifle into us for exam & he has no confidence in Remington. He stated he would send in the trigger only for this rifle if we wanted to evaluate that. I explained that we needed the complete rifle with the Remington trigger assembly in it so that we could complete our exam and testing. I also reiterated that we are concerned about the issue he stated in his emails & we have offered to send a pre-paid label, shipping instructions & a rifle box at no charge to him so the gun can be examined. Customer refused that offer. He stated that he feels we are being dishonest about our triggers. df

Customer (Petit Erick - Lonza Portsmouth)**12/13/2013 11:13 AM**

At this point in time I will not be sending the fire arm back to remington. Do to your unwillingness to be open with me. I will as a matter of My good faith send back the defective mechanism for you to look at after it is replaced by a local gunsmith if you are interested. As you may have already figured you have caused me to have no cause to ever trust your company. I am shocked at the lack of concern displayed bussiness as usuall type of behaviour. My # is 603-396-5637 feel free to call if you truly care about customer loyalty. FYI you could have answered my questions very easily they had nothing to do with diagnosing the issue or how you would repair it.

T-Mobile, America's First Nationwide 4G Network

----- Original message -----

CC:

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Response (Dell -)**12/13/2013 10:37 AM**

Erick,

At this point and time, we can only recommend having the firearm come in for exam.

If you provide your mailing address, I will send out a shipping label , instructions and a letter with my contact information. I can have the factory send a shipping box to you also if needed.

Until we get an exam report from our Product Service Dept. - I would be unable to answer any specific questions about your rifle.

Sincerely,

Dell

Consumer Affairs Administrator

Customer (Petit Erick - Lonza Portsmouth)**12/12/2013 09:57 AM**

Dell,

I would appreciate a direct # for contact with you.

I have questions and feel this would be quicker by being handled personally.

Thank you,

Erick

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Response (Dell -)**12/12/2013 08:35 AM**

Dear Mr. Petit,

Thank you for taking the time to write into us. We are sorry to hear about the issue you stated in your previous email.

We would like to have the firearm come into our Product Services Department at our factory for examination.

Please reply back to me with your mailing address.

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.

If you need a rifle box for shipping, please let me know in your reply and I will have the factory send one out to you separately.

Sincerely,

Dell

Consumer Affairs Administrator

Customer (Petit Erick - Lonza Portsmouth)

12/10/2013 03:58 PM

I have the firearm mentioned above. I purchased it in April or May this year 2012.

I have run around 80 shots through it.

Long story short I just cleaned the gun last night.

After I cleaned it following the manual I cycled the bolt and safety mechanism.

When I moved the safety from safe to fire the firing pin released.

The gun was not loaded.

I called this morning and spoke with a service rep. explaining this and was told the He has never heard of this.

I feel I have been lied to about an extremely dangerous issue.

There is plenty of info out there to suggest that Remington is aware of the issue.

I would not be as upset right now if this was not the case.

The trigger has an issue I have no doubt in my mind.

I have a 700 in .270 have had it for over 15yrs without issue.

I have an 1100 in 12g, an 1187 in 12g, a 597 and an R1.

I love Remington and am extremely disappointed.

If you are aware of this issue like I believe you are just be truthful and it is no big deal to me.

As I have lost trust in your company I feel my best option is to have the mechanism replaced most likely with a Jewel mechanism.

I look forward to an HONEST response.

Erick Petit
Suite Mechanic
Lonza Biologics, Inc.
101 International Drive
Portsmouth, NH 03801
Phone: (603) 610-4877

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Primary Contact**First Name:** Petit**Last Name:** Erick - Lonza Portsmouth**Organization:****Login:** erick.petit@lonza.com**Title:****Contact Type:****Email:** erick.petit@lonza.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**