

Remington Arms Co., Inc.
Product Service
Legal Case #:9599

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332864	1/7/2014	12/3/2013	2/7/2014	11/24/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Daniel	Suhr	25652 330th St.	Shevlin	MN	56676		H 218-785-2124 E dsuhr2010@hotmail.com

Incident Information

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

12/3/13: Right Now Technology Email Ref# 131124-000071 - Customer stated he bought gun at a Gander Mtn store in 2010 & loves the rifle. He said he was unloading it on 11/24/13 and it fired on safe release, small hole in barn roof, no injuries. He stated the rifle has been well maintained & cleaned. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	85569	G6871761	PD	6/12/2009 8:38:17 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	TWO PIECE BASE	Y			

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
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$51					

12/4/13: Mailed ARS, letter, SR paperwork. df 2/7/14: Emailed Ilion to replace TA, clean & test at n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/8/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 308 WIN HB
	Date Code		PD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	BBL/REC RUSTED
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		XMP SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	SEALANT MISSING ON PULL SCREW
	Sub-Assembly	X-Mark Pro	

Remington®

26"
p06/0
45⁺
.012

COPY

December 4, 2013

9599

Daniel Suhr
25652 330th St.
Shevlin, MN 56676
Phone: 218-785-2124

Ref # 9599, Model 700, Serial # G6871761

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you.

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.

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

Serial Number: **G6871761**

Model: **700**



RE00332864

RECEIVED
JAN 10 2014
BY: _____

Model Number: Model 700		Serial Number: G6871761	
Name: Daniel L. Suhr		Date of Purchase: 11/2009	
Address (no PO Boxes): 25652 330th St			
City: Shewlin		State: Mn	Zip: 56676
Phone (Daytime): 218-785-2124		Fax:	
E-mail Address: dmsuhr@gvtel.com			
Please describe your problem: The rifle fired while taking the safety off. My hand was <u>not</u> close to the trigger when it fired.			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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. :: 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.			

Use our
UPS label

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	Serial Number / Description	Date of Request:	12/05/2013
SR00070058	G6871761	Date Printed:	12/05/2013
	Model 700 RIFLE Caliber: 308		
Customer:		Destination:	
DANIEL SUHR		Arms Services	
25652 330TH ST.		14 Hocfler Ave	
SHEVLIN, MN 56676 US		Ilion, NY 13357 US	
Email: dsuhr2010@hotmail.com		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 # 9599. dmf

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

Grand Total: \$.00

Reference #	131124-000071
Status	Updated
Assigned To	Administrators
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	11/24/2013 07:42 PM
Date Initial Solution Response	12/03/2013 09:17 AM
Last Updated	12/03/2013 08:31 PM
Customer SmartSense	+1 (pn -3 to +3 scale)
Staff SmartSense	+1 (pn -3 to +3 scale)

Email Us

Discussion Thread

Customer (Daniel Suhr) 12/03/2013 08:31 PM
 Thank you so much for getting back to me about the issue with my rifle. My phone number is 618 258 2134. My mailing address is 25852 330th Street, Shavels, Mn 56578. I have not done anything with the rifle since it misfired, I have not cleaned it or shot it again, it is just as it was when the incident happened.

Thank You,

Dan Suhr

Response (Dell -) 12/03/2013 09:17 AM
 Dear Mr. Suhr,
 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 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 (Danny -) 11/25/2013 08:52 AM
 Dell and JB

Customer (Daniel Suhr) 11/24/2013 07:42 PM
wsuhr2013@hotmail.com

To whom it may concern,

I purchased a Remington 700, 308 caliber, serial number 66811761 in 2010 from Gander Mountain in Bemidji, Mn. I have really enjoyed this gun. I have never owned a gun so accurate shot after shot. The rifle has worked trouble free for the last 3 years until tonight. When I came in from hunting I proceeded to empty the rifle. First I emptied the 2 rounds from the bottom, then I went to open the bolt to empty the round that was chambered. When I touched the safety to take it off the round flew. My hand wasn't even close to the trigger mechanism, it was quite a surprise to say the least. I was in my barn at the time, no one was hurt but it did make a small hole in the roof of my barn. As I just stated no one was hurt, I am wondering if there is a change over kit or something for this rifle. I had never heard of a rifle doing this before so I went on the internet and looked. It looks as though I am not the only one this has happened to, that is why I am inquiring about any repairs or upgrades to this rifle. My teenage sons use this rifle for hunting as well so I am naturally concerned about their safety.

As I stated earlier no one was injured, I am just trying to keep my family safe. This rifle is well maintained and cleaned, I have been hunting and shooting for about 25 years so I do know how to maintain a rifle. Please let me know if there is any kind of a change over or possible recall on this rifle so I can get it fixed. I truly enjoy this rifle so I would MUCH rather get it repaired than to trade it in due to not feeling safe using it.

Thank You,

Daniel L. Suhr
 25852 330th Street
 Shavels, Mn 56578

Primary Contact

First Name: Daniel
 Last Name: Suhr
 Organization:
 Login: dsuhr2013@hotmail.com
 Title:

Contact Type:

Email: dsuhr2013@hotmail.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

ARS LABEL REQUEST FORM

DATE: 12/05/2013	Service Request # SR00070058
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:	DANIEL SUHR 25652 330TH ST. SHEVLIN, MN 56676 US SR00070058 Email: dsuhr2010@hotmail.com
RETURN ITEM TO:	ILN Arms Services



1 OF 1
1 OF 1

4XX506 DEC 6, 2013 ALL CURR USD
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5069066827595
REF 1:SR00070058
REF 2:

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE - PIECE PUB RATE CHRG:	
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00 SD 0.00
AH 0.00	PR 0.00 SP 0.00
TOT PUB CHG 11.01	PUB + HANDLING 11.01

ATTN: Product Service











