

Remington Arms Co., Inc.
Product Service
Legal Case #:6870

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/18/2011	6/24/2013	11/12/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ron	Tatum	PO Box 1376	Wadesboro	NC	28170		H 910-417-8369 E rontatum@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI unspecified by cust.				
PD Cause:4064	Not Examined by Product Service			U
S Concern:1007	Fired on Safe Release			
C FSR				

Customer sent in an email. Ref# 111113-000012 - he stated that he was hunting on 11/12/2011 and had a FSR with rifle. He stated he was injured but wasn't specific. He said it was the 2nd time it had happened, he is a retired US Marine, he knows about weapon maintenance so a dirty weapon is not an issue. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/300 WSM	26367	7826589		10/3/2006 4:40:08 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC		U			

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
Gun not returned to Ilion for exam						
	Repair/Replacement Cost	Repair/Replacement Date				

11/18/11: Customer will receive ARS & forms by email through our SR system. No confirmation provided by our SR system on emails. Customer received my Consumer Affairs letter by email. df 6/24/13: Gun not returned to Ilion for exam. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Friday, November 18, 2011 12:22 PM
To: 'rontatum@hotmail.com'
Subject: Ron Tatum - Remington Ref# 6870
Attachments: mad2-sharp-front@remington.com_20111118_123659.pdf

Please see attachment.

You will receive separate emails for the shipping label & service request forms.

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, LLC

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or 336.548.7883 | Email:

dell.fulcher@remington.com Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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4610

Reference # 111113-000012	DEFECTIVE SAFETY / TRIGGER	
Status Updated	Discussion Thread	
Assigned To Administrators Dell	Customer (Ron Tatum)	11/14/2011 01:25 PM
Product Firearms	Thank you for responding. My serial number is 7028559. This is a Remington model Seven. My mailing address is PO Box 1379 Nolesboro, NC 28170. Phone number is 910-417-8369.	
SLA Not specified	Response (Dell)	11/14/2011 11:47 AM
Queue CCR	<p>Good morning,</p> <p>We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, 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.</p> <p>Sincerely, Dell</p>	
Date Created 11/13/2011 07:25 AM	Customer (Ron Tatum)	11/13/2011 07:25 AM
Date Initial Solution Response 11/14/2011 11:47 AM	<p>Good morning,</p> <p>I own a Remington Model 7, 300 WSM. Yesterday while I was hunting, I had a deer in front of me. While I was moving my safety to the fire position the rifle discharged causing me injury not to mention grazing the deer of a lifetime. This is the second time that this has happened. I am a retired U.S. Marine and know about weapon maintenance so a dirty weapon is not an issue. Is this model under recall? How can I get this faulty defect corrected? When someone spends a thousand dollars on a product there is an expectation that the product should work correctly. Please advise me of what steps to take with this problem.</p> <p>Sincerely, Ron Tatum Cty Sgt USMC (Ret.)</p>	
Last Updated 11/14/2011 03:25 PM	<p>image file Attachment</p> <p>image001.gif, 2310 bytes, added to incident</p>	
Customer SmartSense (2 (on -3 to +3 scale))		
Staff SmartSense +1 (on -3 to +3 scale)		

Primary Contact

First Name: Ron
Last Name: Tatum
Organization:
Login: rontatum@hotmail.com
Title:
Contact Type:
Email: rontatum@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

File Attachments

Name	Size	Content Type
image001.gif	2.29K	image/gif



November 18, 2011

Ron Tatum
PO Box 1376
Wadesboro, NC 28170
Phone: 910-417-8369
Email: rontatum@hotmail.com

Ref: # 6870, Model 7, Serial # 7826589

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

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

COPY

November 18, 2011

Ron Tatum
PO Box 1376
Wadesboro, NC 28170
Phone: 910-417-8369
Email: rontatum@hotmail.com

Ref: # 6870, Model 7, Serial # 7826589

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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

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

PS 30681

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
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: <input type="text"/>			
Please describe your problem: <div style="border: 1px solid black; height: 150px; margin-top: 5px;"></div> <div style="text-align: right; margin-top: -20px;">^</div> <div style="text-align: right; margin-top: 20px;">v</div> <div style="text-align: right; margin-top: 10px;">500 characters left</div>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<div><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.</div> <div style="margin-top: 10px;"><div>:: Record the serial number of your firearm before sending it.</div><div>:: 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.)</div><div>:: Remove all accessories from your firearm to prevent loss or damage.</div><div>:: 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.</div></div> <div style="text-align: center; margin-top: 20px;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div>			

Fulcher, Dell Marie

From: postmaster@remington.com
To: rontatum@hotmail.com
Sent: Friday, November 18, 2011 12:22 PM
Subject: Relayed: Message relayed (rontatum@hotmail.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

rontatum@hotmail.com

Subject:

ARS LABEL REQUEST FORM

DATE: 11/18/2011	Service Request # SR00004252
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address:	

Business:

LABEL INFORMATION

MAIL LABEL TO:	RON TATUM PO BOX 1376 WADESBORO, NC 28170 US SR00004252 Email: RONTATUM@HOTMAIL.COM
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 18, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065047642
 REF 1: SR00004252
 REF 2:

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
		SP 0.00
TOT PUB CHG 10.11	PUB+HANDLING	10.11

ATTN: Product Service

Reference #
120107-000015
Status
Unresolved
Assigned To
Administrators Christy -
Product
Other
SLA
Not specified
Queue
CSR
Date Created
01/07/2012 08:41 AM
Date Initial Solution Response
None
Last Updated
01/11/2012 07:35 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

No Summary**Discussion Thread****Customer (Ron Tatum)**

01/07/2012 08:41 AM

Good morning,

I own a Remington Model 7 .300 WSM. Yesterday while I was hunting, I had a deer in front of me. While I was moving my safety to the fire position the rifle discharged causing me injury not to mention missing a very nice deer. This is the second time that this has happened. I am a retired U. S. Marine and know about weapon maintenance so a dirty weapon is not an issue. Is this model under recall? How can I get this deadly defect corrected? When someone spends a thousand dollars on a product there is an expectation that the product should work correctly. Please advise me of what steps to take with this problem.

Sincerely,

Ron Tatum
GySgt USMC (Ret.)

Ron Tatum
GYSgt USMC (Ret.)
Please tell me we did not sacrifice in vain.
[cid:image004.jpg@01CCCD16.99AF2A30]
This IS The United States of AMERICA!

===== image File Attachment =====
image001.gif, 2310 bytes, added to incident

===== image File Attachment =====
image004.jpg, 9537 bytes, added to incident

Primary Contact

First Name: Ron
Last Name: Tatum
Organization:

Login: rontatum@hotmail.com
Title:
Contact Type:

Email: rontatum@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**File Attachments**

<u>Name</u>	<u>Size</u>	<u>Content Type</u>
• image001.gif	2.26k	image/gif
• image004.jpg	9.31k	image/jpeg