

Remington Arms Co., Inc.
Product Service
Legal Case #:9386

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/31/2013		10/29/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Carmen	Compton	127 MT Highway 200	Heron	MT	59844		H 406-847-5541 E nox8723@blackfoot.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Blew a hole in hunting blind	Cause:4079 Other - Unexamined		Unknown
S	FSR	Concern:1007 Fired on Safe Release		
C				

10/31/13: Customer called in. She stated she was using the rifle on 10/29/13 and it fired when going from fire to safe. She said the incident blew a hole in the hunting blind. She stated her ears are ringing. She stated she has hunted w/rifle for 5 years & never had a problem. She stated she knows what she's doing when hunting & asked why there was no recall on the rifle. She said that she was recording the conversation and wanted to know why she was seeing reports and lawsuits all over the internet. She said she wanted the gun taken in and repaired for free - period or she would consider an attorney. She doesn't believe any testing that we may do at the factory would be reliable. She stated the gun should be recalled and asked to speak with someone higher up. df 11/1/13: Customer spoke w/Kris Carson. She stated the gun fired when going from Safe to Fire. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	B6322725		9/29/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	BOB WARD SONS MISSOULA MT		N			

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/Replacement Cost	Repair/Replacement Date					

10/31/13: Offered to send shipping label & rifle box to get gun in for exam & then I would contact her after I get the report to let her know what we found and what needs to be done. I emailed Kris Carson & Derek Watkins w/a request to contact the customer. df 11/1/13: Customer spoke w/Kris Carson & has agreed to send rifle in for BLM. Kris stated to have the work done at no charge to customer. Rifle box order # 1558163. ARS, letter & SR paperwork

emailed to customer. df 1/3/14: No movement on the shipping label I mailed to the customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Fulcher, Dell Marie

From: Blue C Ranch [nox8723@blackfoot.net]
Sent: Friday, November 01, 2013 8:09 PM
To: Fulcher, Dell Marie
Subject: RE: Remington Ref# 9386

Hi Dell Marie

Just wanted to let you know I received the email with the shipping label.

Will send out as soon as the box arrives.

I appreciate the quick and courteous response to my issue from Remington.

Cheers

Carmen Compton

-----Original Message-----

From: Fulcher, Dell Marie [mailto:Dell.Fulcher@remington.com]
Sent: Friday, November 01, 2013 12:56 PM
To: nox8723@blackfoot.net
Subject: Remington Ref# 9386

Please see attachment.

A pre-paid shipping label will arrive in a separate email.

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, LLC PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 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 | Dakota Arms | Parker Gun | Para USA

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United States

New User | Log-In | Contact UPS | The UPS Store Search

My UPS Shipping Tracking Freight Locations Support UPS Solutions

Tracking Number [Log-In](#) for additional tracking details. ▼

Tracking Detail Like Print Help

1Z1148130300637587 *Rifle box* Updated: 11/19/2013 8:58 A.M. Eastern Time

<p>Delivered</p> <p>Delivered On: Tuesday, 11/12/2013 at 3:39 P.M.</p> <p>Left At: Porch</p> <p>Proof of Delivery</p> <p>Never track again! Get FREE alerts for all packages coming to your home.</p> <p style="text-align: center;">Continue</p> <p>I am already a UPS My Choice Member</p>	<p>Shipping Information</p> <p>To: HERON, MT, US</p> <hr/> <p>Shipped By</p> <p>UPS Ground</p>
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Additional Information

Shipped/Billed On:	11/05/2013
Type:	Package
Weight:	1.60 lbs

Shipment Progress [What's This?](#)

FIND OUT WHEN I'LL BE DELIVERED



UPS MY CHOICE ▼

Remington®

November 1, 2013

Carmen Compton
127 MT Highway 200
Heron, MT 59844
Phone: 406-847-5541

11/1/13:

Emailed to
customer

Ref # 9386, Model 700, Serial# B6322725

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and repair will arrive in a separate email. The shipping label is for a UPS Hub or UPS Terminal.

A rifle box for shipping has been ordered and will arrive in approximately 5-7 business days.

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 and repairing the firearm and will contact me with the results.

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

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686
Fax: 336-548-7872 or 7883

enclosure

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

PS 31797

Remington®

COPY

November 1, 2013

Carmen Compton
127 MT Highway 200
Heron, MT 59844
Phone: 406-847-5541

Ref # 9386, Model 700, Serial# B6322725

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Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
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Fax: 336-548-7872 or 7883

enclosure

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

PS 31798

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 SR00066292	Serial Number / Description B6322725 Model 700 Center Fire Caliber: 243	Date of Request: 11/01/2013 Date Printed: 11/01/2013
Customer: CARMEN COMPTON 127 MT HIGHWAY 200 HERON, MT 59844 US Email: nox8723@blackfoot.net	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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:
MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section:
Product Service # 9386. dmf

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
Grand Total: \$.00

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.**

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Customer: CARMEN COMPTON 127 MT HIGHWAY 200 HERON, MT 59844 US Email: nox8723@blackfoot.net	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		
Service Request Section Product Service # 9386. dmf		
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
		Grand Total: \$.00

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 (sling, 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.

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# SR00066292
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: nox8723@blackfoot.net
Sent: Friday, November 01, 2013 2:58 PM
Subject: Relayed: Message relayed (nox8723@blackfoot.net)

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

nox8723@blackfoot.net

Subject:

Fulcher, Dell Marie

From: Carson, D. Kris
Sent: Friday, November 01, 2013 2:32 PM
To: Fulcher, Dell Marie
Subject: RE: PS Initial contact Form - Carmen Compton

nox8723@blackfoot.net

sorry!

From: Fulcher, Dell Marie
Sent: Friday, November 01, 2013 1:31 PM
To: Carson, D. Kris
Subject: RE: PS Initial contact Form - Carmen Compton

What's her email address?

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC
PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 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 | Dakota Arms | Parker
Gun | Para USA

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From: Carson, D. Kris
Sent: Friday, November 01, 2013 2:25 PM
To: Fulcher, Dell Marie
Cc: Watkins, Derek L.
Subject: RE: PS Initial contact Form - Carmen Compton

I talked with Carmen this morning.
She walked me thru the events. She stated that she had chambered a round, closed the bolt down and was moving the safety from "S" to "F" when the gun discharged.
Since her gun was manufactured in 1981, I discussed with her the Safety Modification Program associated with this rifle. I had her look at it on the Remington website while we were on the phone.
She has agreed to go ahead and send the gun in for the modification.

I told her we would be sending her a label out with shipping instructions. Additionally, I told her there would be no charge for this.

I did provide her with your contact information for any questions regarding shipping the gun.

I know we are in the beginning of hunting season, but please see if we can expedite any work to close this out.

Thanks,

Kris

From: Fulcher, Dell Marie
Sent: Thursday, October 31, 2013 2:56 PM
To: Carson, D. Kris
Cc: Watkins, Derek L.
Subject: PS Initial contact Form - Carmen Compton

Please see attachment.

Ms. Compton would like to speak with someone higher up as soon as possible.

Thank you,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

dell.fulcher@remington.com

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Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker
Gun | Para USA

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Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Thursday, October 31, 2013 3:55 PM
To: Carson, D. Kris
Cc: Watkins, Derek L.
Subject: PS Initial contact Form - Carmen Compton
Attachments: PS Initial contact Form.xlsx

Please see attachment.

Ms. Compton would like to speak with someone higher up as soon as possible.

Thank you,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

dell.fulcher@remington.com

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Case #	9386	Date of Call	10/31/13	Date of Incident	10/29/13	PreLit		Lit		Obs	
Reporter				Incident							
name				name	Carmen Compton						
address	City State Zip			address	127 MT Highway 200 Heron MT 59844						
contact #'s				contact #'s	406-847-5541						
email				email							
Injury	none										
Medical Treatment	n/a										
Alleged cause	Fired going from Fire to Safe										
Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased						
700	B6322725	243 Rem	1981	NO	n/a						
Ammunition	Factory/Reload	Manuf.	Caliber	Bullet type/wgt	Lot #	Additional info					
Other											
Notes:	Customer called in. She stated she was using the rifle on 10/29/13 and it fired when going from fire to safe. She said the incident blew a hole in the hunting blind. She stated her ears are ringing. She stated she has hunted w/rifle for 5 years & never had a problem. She stated she knows what she's doing when hunting & asked why there was no recall on the rifle. She said that she was recording the conversation and wanted to know why she was seeing reports and lawsuits all over the internet. She said she wanted the gun taken in and repaired for free - period or she would consider an attorney. She doesn't believe any testing that we may do at the factory would be reliable. She stated the gun should be recalled and asked to speak with someone higher up.										
Customer's Request	repair at no charge										
My actions/offers	Offered to send shipping label & rifle box to get gun in for exam & then I would contact her after I get the report to let her know what we found and what needs to be done.										

ARS LABEL REQUEST FORM

DATE: 11/01/2013	Service Request # SR00066292
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fuicherdm	email address:

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

MAIL LABEL TO:	CARMEN COMPTON 127 MT HIGHWAY 200 HERON, MT 59844 US SR00066292 Email: nox8723@blackfoot.net
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 1, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX596906655003
 REF 1:SR00066292
 REF 2:

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 1.00
DV 0.00 COD 0.00	SD 0.00
DC 0.00 DGD 0.00	SP 0.00
AH 0.00 PR 0.00	PUB+HANDLING 14.79
TOT PUB CHG 14.79	

ATTN: Product Service
