

Remington Arms Co., Inc.
Product Service
Legal Case #:8869

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		4/30/2013	2/18/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Eric	Herbst	3012 Old 36 Road	Bellville	TX	77418		H 979-997-0442 E eric@brandingps.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				

Shot hole in a trailer
PD wall he was using as a blind
Cause:4064 Not Examined by Product Service
Concern:1007 Fired on Safe Release
S FSR
C

4/30/13: CSR forwarded an email from Right Now Technology. Email Ref# 130429-000028. Eric Herbst stated the following: Rifle discharged when he took the safety off on a hunt last season, he was inside an old trailer that he used as a blind, he now has a bullet hole in the trailer wall - but that's not an issue, when this happened he hadn't seen the TV show or heard of other accidental discharges, he bought gun about 25 yrs ago at a gun show, he wants to be sure this problem is cured, doesn't want a corporate line about issue not existing, wants to know what we are willing to do for him. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6835452		
Date Purchased	Where Purchased	Accessories	Original Owner			
	Gun Show		U			

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

4/30/13: I replied to Mr. Herbst's email & explained that we would like to have the rifle come in for exam & I offered to send UPS shipping label & rifle box if needed. Customer agreed to shipping label & box. I mailed ARS, letter, SR paperwork to the customer. Box order# 1498510. df 2/18/14: Gun not returned to Ilion for exam. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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United States

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Tracking Number

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Other Tracking Options ▾

Tracking Detail

Rifle box

Like
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1Z1148130300517662

Updated: 02/18/2014 12:52 P.M. Eastern Time

Delivered

Delivered On: 7

Friday, 05/10/2013 at 4:24 P.M.

Left At:

Met Customer Man

[Proof of Delivery](#)[Request Status Updates »](#)

What time will your package
be delivered to your home?
Get **FREE** Delivery Windows
on most UPS packages.

Continue

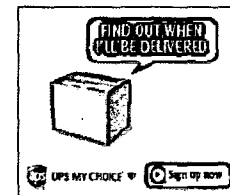
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Shipping Information

To:
BELLVILLE, TX, US

Shipped By

UPS GROUND



Additional Information

Type:

Package

Shipment Progress

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Reference #
130429-000028

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

Date Created
04/29/2013 11:15 AM

Date Initial Solution Response
04/30/2013 09:04 AM

Last Updated
05/01/2013 11:37 AM

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

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

700 BDL Discharge Issue

Discussion Thread

Customer (Eric Herbst)

05/01/2013 11:37 AM

Ok, I'm responding. Send me the labels and box and I'll send the rifle
Thanks

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for contacting the Remington Arms Co. Online Help Center, we appreciate your inquiry and look forward to the opportunity to be of service to you.

You can also contact our Consumer Services Department at 800-243-9700, 9:00 am 5:00 pm, EST, Monday through Friday.

To access your question from our support site, click the following link or paste it into your web browser.
http://remington.custhelp.com/app/account/questions/detail/i_id/468149

Subject

700 BDL Discharge Issue

Discussion Thread

Response Via Email(Dell) - 05/01/2013 10:20 AM

A pre-paid shipping label for UPS and needed paperwork were mailed out to you yesterday afternoon. We would like to have the firearm come in for exam before we can answer any questions about your firearm.

A rifle box has been ordered and our factory will ship that out to you as soon as possible.

Sincerely,

Dell
Consumer Affairs Administrator

Customer By Email
(Eric Herbst) - 04/30/2013 03:00 PM
700 BDL Discharge Issue

Please answer my questions. See my previous email. Then, we'll see about the issue being resolved. I am being very nice about this. I would like to stay that course depending upon your response.

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Subject

700 BDL Discharge Issue

Discussion Thread

Response Via Email (Dell)

04/30/2013 10:49 AM

I will send out the paperwork & shipping label this afternoon.

A box will be ordered from the factory & shipped separately.

Turn around time is about 3 weeks.

I will contact you after I receive my exam report from Product Service Dept at the factory.

I will know at that time what they found & what needs to be done.

We will not reimburse for any aftermarket parts purchases.

Customer By Email (Eric Herbst)
04/30/2013 10:06 AM

Please send me the pre-paid shipping label and the rifle box.

Three questions:

1. How long will this take?
2. After I bought the gun 25 yrs ago, I had a gunsmith glass-bed it and adjust the trigger. Will that be an issue?
3. Knowing that youve probably had many similar cases, what is it that you folks will do? Do you replace the trigger?

Another option would be for me to simply buy a Timney replacement trigger with its own safety, Timney #: 510. This essentially disables the original safety, obviating the issue.

I would be more than willing to buy the Timney and install it if you folks would reimburse me the \$130 cost. That would have to be cheaper for you and faster than shipping the rifle back and forth, manpower, etc.

My address is:

Eric Herbst
3012 Old 36 Road
Bellville, TX 77418
Phone 979.997.0442
ERIC HERBST
979.997.0442
eric@brandingps.com

BRANDINGPUREANDSIMPLE.COM

From: Remington Information [mailto:info@remington.com]

Sent:

Tuesday, April 30, 2013 8:04 AM

To:

eric@brandingps.com

===== image File Attachment =====
image003.png, 15720 bytes, added to
incident

Response Via Email (Dell)
04/30/2013 09:04 AM

Dear Mr. Herbst,

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

We would like to send you a pre-paid shipping label for UPS to have the firearm come in and a rifle box if you need it.

I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,
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04/29/2013
11:15 AM

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I bought the rifle about 25 years ago at a gun show. I believe it was manufactured around 1973 or so. The serial number is A6835452. I dont want to get rid of the gun; it was my very first rifle and its always been accurate. I enjoy using it, but frankly, it scares the hell out of me. I also have no interest in pursuing any sort of action. I also dont want to get rid of the gun, since selling my problem to some unsuspecting person is just not honorable. What I want is to be sure that this problem is cured, and that Ill be able to use this rifle from now on without fear of a recurrence of the problem. Also, please dont feed me a corporate line about this issue not existing. It happened to me. It is real, and it is dangerous.

What, if anything, are you willing to do for me? I love my old 700 BDL. It has been my primar
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 979.997.0442
eric@brandingps.com

BRANDINGPUREANDSIMPLE.COM

From: Remington Information [mailto:info@remington.com]

Sent:

Tuesday, April 30, 2013 8:04 AM

To:

eric@brandingps.com

===== image File Attachment =====
 image003.png, 15720 bytes, added to incident

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Subject: 700 BDL Discharge Issue [Incident: 130429-000028]

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Phone 979.997.0442

ERIC HERBST

979.997.0442

eric@brandingpureandsimple.com

BRANDINGPUREANDSIMPLE.COM

From: Remington Information [mailto:info@remington.com]

Sent:

Tuesday, April 30, 2013 8:04 AM

To: eric@brandingps.com

Subject: 700 BDL Discharge Issue [Incident: 130429-000028]

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What, if anything, are you willing to do for me? I love my old 700 BDL. It has been my primary hunting tool since I got it and I'd like to hand it down to my son when I'm done, but only with absolute assurance that another unintentional discharge can never occur again.

Thanks for your attention.

ERIC HERBST

979.997.0442

3012 Old 36 Road
Bellville, Texas 77418

Primary Contact

First Name: Eric

Last Name: Herbst

Organization:

Login: eric@brandingps.com

Title:

Contact Type:

Email: eric@brandingps.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

File Attachments

<u>Name</u>	<u>Size</u>	<u>Content Type</u>
• image003.png	15.35k	image/png

↓
his co. logo



ARS LABEL REQUEST FORM

DATE:	04/30/2013	Service Request #	SR00051900
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

LABEL INFORMATION

MAIL LABEL TO:

ERIC HERBST
3012 OLD 36 ROAD
BELLVILLE, TX 77418 US
SR00051900

Email: eric@brandingps.com

RETURN ITEM TO:

ILN

Arms Services



ATTN: Product Service