

Remington Arms Co., Inc.
Product Service
Legal Case #:8983

Case Information

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

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Randolph "Randy"	Leighton	2717 Homer Ave	Erie	PA	16506		C 814-881-6287 Erglerie@msn.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
S	Fired when releasing safety and when bolting	Concern:1007	Fired on Safe Release	Unknown
C				

6/11/13 Per voice message from Randy, his 700 has fired when moving the safety on one occasion and on another, it fired when closing the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25793	E6283287		6/6/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW		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
	Repair/Replacement Cost	Repair/Replacement Date				

6/11/13 Ordered box, #1511296 and will mail ARS from Corporate.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Mitchell, Christy

From: Jonsie L. Joyce
Sent: Tuesday, June 11, 2013 8:53 AM
To: Mitchell, Christy
Subject: RE:

8983

Hey, Dave responded to his email with:

Dear Mr. Leighton, We apologize for the issues have encountered. Please contact us at 800 243-9700 so that we may set up a Service Request for your Model 700. You can also order Model 597 magazines directly from us at the same time. Thanks!

Consumer's email:

I'm not much of a complainer and am aware of the production problems in the firearms and ammunition industries as any one else. However, I have a pretty fair collection of Remington firearms of various sorts. Including one of the controversial 700 BDL "self firing rifles" It has fired on its own twice, once by moving the safety, and once upon sliding the bolt forward. No explanation necessary on this....I've read it all.. I am retired law enforcement and the love of this this rifle trumps the occasional problem.

My issue is this. I very recently purchased a 597 synthetic stock 22R scope package. The rifle was purchased for my daughter and I to spend time target shooting between hunting seasons rather than to burn the expense of the high powered ammo. I was very disappointed to find the near unavailability of additional 10 round clips to make the shooting day a bit more convenient. There seems to be plenty of aftermarket knock offs but I find it a bit unfriendly to the consumer to not have such a simple accessory available. Frankly, I'm not so sure I shouldn't have saved the money and bought a less expensive single shot. The gun was purchased at a Gander Mountain store here in Erie, PA. who's service is great by the way. They indicated that the earliest they could expect them was 2014...Really??? We will deal with the inconvenience of a single 10 round clip for now, and I understand the ammo demand and am dealing with that like everyone else...but if you're going to build the guns....there should be adequate parts and accessories available. Had I known, and yes, perhaps I did not do all my homework, I would have not likely purchased the rifle.

Thank You for your time and attention..

Sincerely,
Randolph G. Leighton, PA State Deputy Waterways Conservation Officer, Retired
2717 Homer Avenue
Erie, PA. 16506
814-881-6287

1511296
box ARS

From: Mitchell, Christy
Sent: Tuesday, June 11, 2013 8:51 AM
To: Jonsie L. Joyce
Subject:

Can you look in RightNow for email address rglerie@msn.com and email his last entry? He left me a voice msge that he mentions issues he had with a 700 and I'm going to call him about it today. If you see any contact info please send that also. I couldn't understand his last name.

ARS LABEL REQUEST FORM

DATE: 06/11/2013	Service Request # SR00054769
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs email address: Christy.Mitchell@remington.com	

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

MAIL LABEL TO:	RANDY LEIGHTON 2717 HOMER AVE ERIE, PA 16506 US SR00054769 Email:
RETURN ITEM TO:	ILN Arms Services



SVC GND COM BL WT 10.0 LBS ALL CURRENCY USD
 TRACKING# 124XX5969086130720
 REF 1: SR00054769
 REF 2:
 HC 0.00 CNS 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 9.27 PUB+ HANDLING 9.27

ATTN: Prod Serv #8983