

Remington Arms Co., Inc.
Product Service
Legal Case #:2805

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
154530	11/3/2008	10/21/2008	11/6/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Johnson	3392 Goin Rd	New Tazewell	TN	37825		H 423-626-7550 W 865-992-3173 E hogleghd@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot through fuse panel in truck	Cause:4015 Improper Maintenance		Unknown
S	has happened twice	Concern:1007 Fired on Safe Release		
C				

10/21/08 3 months ago he was on farm in TN with 700 he uses for coyote and groundhog. He put it in his truck and went to flip the safety off and it fired. It shot through the fuse panel in the truck. 2nd time it happened, it wouldn't go on safe, he worked the bolt back, dry fired and it would move into safe again. When he went to shoot it next time, when he flipped the safety off it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	20000	A6248848	BI	1/5/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	SANTA FE DIST SANTA FE NM	SCOPE BASE	U			

CONCERN:FSR

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 at no charge, goodwill						

Repair/Replacement Cost	Repair/Replacement Date
65.00	11/6/2008

10/21/08 Sent ARS 11/4/2008 Placed in PS Back Rack holding for disposition. The TA was caked with dried and sticky residue from using WD-40 - we can settle with customer but, tell him not to use WD-40 as when it evaporates it leaves a sticky substance behind fls. 11/6/08 Called Mr. Johnson and told him that this was a result of worn parts and a maintenance issue not the result of a defect from Remington. Will repair and clean at no charge.cm 11/21/08 Called Mr. Johnson after receiving email for status update. He again asked about help with the \$500. I again mentioned that we were repairing his rifle at no charge as goodwill however that the cause was not from any defect in the rifle but from worn/alterd parts and maintenance. Told him it may ship next week.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
	Description		24" 223 REM HB

Barrel	Date Code		BI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	CRATERED FROM PRIMER LEAKAGE
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Worn; Functioning	METAL RUSTY
Overall	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Lift	---Select---	.010
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Mitchell, Christy

From: Steve Johnson [hogleghd@yahoo.com]
Sent: Saturday, November 08, 2008 9:04 PM
To: Mitchell, Christy
Subject: Re: Steve Johnson: Remington 700, repair #154530

Christy Mitchell

My E-Mail has been down so I do not remember what day I spoke to you. This E-mail may have been before we spoke this week. I've been on vacation this week so I've lost track of time. If I can I'd like to say a few things after I spoke to you this week. First I've always ad Remington guns, I now own a 870 slug gum (tried mossburg kit gun with both barrels dint like it took it back and exchanged for the 870. I have a model 700 muzzle loader, and of course the 700 ,223 varmit gun. You asked about the shell I used it was the UMC remington. I Deal with 200 to 300 people a day and work in retail, I am the Manager of a Advance Auto Parts Store. Being a Manager I like you deal with people wanting something for nothing every day or people who want us to warrenty parts for stupidty. I have took alot of ribbing and been called Barney Fife for shooting my truck. Also alot of my customers are hunter and have heard alot of them say they had a 700 that discharged accidentally. I've been honest in my dealing with you to see if Remington would help me . I was told I had a 30 year old gun that was worn out and was unsafe because I used WD-40. I really did not exspect to be what we call at our company to be WOWED . This Is where we go beyond our customers exspectations and do the right thing. I've been WOWED 1 time that I remember, Years ago I bought a gun that had a Weaver scope on it which was fogged up. I sent it to Weaver to get it repaired with a note telling them to let me know how much it cost before repairing. A week later I was sent a brand new scope alot more expensive with a note that said "The scope you had is no longer available hope you will like this one and continue to be a Weaver customer". Wow I've told everyone about this. I was out \$500 deductable on my insurance. That could of been used to buy a new gun or even \$500 worth of ammo.

Thanks for listening.
Steve Johnson

--- On Wed, 11/5/08, Mitchell, Christy <Christy.Mitchell@remington.com> wrote:

From: Mitchell, Christy <Christy.Mitchell@remington.com>
Subject: Steve Johnson: Remington 700, repair #154530
To: hogleghd@yahoo.com
Date: Wednesday, November 5, 2008, 3:29 PM

Mr. Johnson, please call me regarding inspection of your Model 700 rifle.

Thank you,

retail
\$90 trigger
\$15 shipping
\$15 test
\$120

11/10/2008

Chris,
we can settle with customer but, we need to tell him not to use WD-40 in the trigger assembly. When it evaporates it leaves a sticky shellac-like substance behind - we recommend one of the synthetic oils like Rem-Oil.

TRIO

2805

BI 4/
2.5
2.4
1011

X

October 21, 2008

Steve Johnson
3392 Goin Rd
New Tazewell, TN 37825

Subject: #2805, Model 700

Dear Mr. Johnson,

Serial Number: **A6248848**
Model: **700**

RE00154530

I am sorry to learn about the unfortunate incident you experienced with the Model 700 rifle. As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. **I have also included a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure

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



Factory Repair Form

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NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700		Serial Number: A6248848	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Steve Johnson		Date of Purchase: 8-20-2002	
Address (no PO Boxes): 3392 GOIN ROAD			
City: New Tazewell	State: Tenn.	Zip: 37825	
Phone (Daytime): 423-626-7550-8		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) HOGLEGHD@YAHOO.COM			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 4/12/2008 I got the gun and got in my TRUCK To go ground Hog hunting, I Flipped the SAFETY off to UNLOAD the gun it discharged and shot my TRUCK Through the Left Side Kick panel missing my Foot by 1 inch, It destroyed the wiring harness. About a week ago I went to the back of my Farm to coyote hunt. The gun was unloaded it put a shell in the chamber and it would not go in the safety position I unloaded it and de-fused it then it would go in. In the tree stand I heard something coming and Flipped the SAFETY off it discharged when I moved it to the Fire position.			
Ammunition Information:			
Manufacturer: Remington		Type: UMC 223	
Other (i.e. bullet weight/type, shot size, powder): Sent to BRAX OK LAST OXCHANGE			
Factory Box			
Handload Information:			
Powder Used: 4040		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: WD40			
How often do you clean the bore? (Months or Number of rounds) After each Box 20 rounds			
How often do you clean the action? (Months or Number of rounds) Same			
How often do you clean the trigger assembly? (Months or Number of rounds) Same			
Brand of lubricant used: WD40			
How often do you lubricate the bore? (Months or Number of rounds) As needed			
How often do you lubricate the action? (Months or Number of rounds) As needed			

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>As needed</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Dont Know</u>
What were the services performed?
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
Ship your ENSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<p>⚠ 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.</p> <p>:: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your ENSURED 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.</p>