

Remington Arms Co., Inc.
Product Service
Legal Case #:2827

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/30/2008					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		L. Wayne	Judd	14400 Judd Ln	Lapine	OR	97739		H 541-536-1283 C 541-419-8218

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb PD S fired after releasing safety C	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release			U

10/30/08 Mr. Judd left me a voice message stating that his wife was shooting "this year", she took the safety off and the gun fired and "split her thumb wide open". I called him and he has taken it to a local gunsmith who put it in a hot tank and cleaned it. He also adjusted the trigger to around 4 lbs. This rifle was an inheritance item and he says it's only been used 3 times.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06				1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			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
sent ARS						
	Repair/Replacement Cost	Repair/Replacement Date				

10/30/08 Sent ARS to ensure that it is back to spec after local gunsmith worked on it.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Case #	2827	Date of Call	10/20	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident name	L. Wayne Judd
Reporter address		Incident address	14400 Judd Ln.
Reporter contact #'s		Incident contact #'s	Lapine OR 97739
Reporter email		Incident email	h-541-536-1283 e-541-419-8218

Injury

Medical Treatment

Alleged cause

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased
700		30-06			used 3 times - inherited the gun.

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product

Notes:

took it off safety & it went off,
 Gunsmith put it in a hot tank cleaned it, Adjusted trigger back up.
 phone message stated that his wife was shooting this year, she took the safety off & the gun fired & split her thumb wide open.

Customer's Request

wants to

My actions/offers

ARS

October 30, 2008

L. Wayne Judd
14400 Judd Ln
La Pine, OR 97739

Subject: #2827, Model 700

Dear Mr. and Mrs. Judd,

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

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



www.remington.com

Remington Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	10/30/2008	REQUESTED BY:	Christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL XX	
DESCRIPTION: <p style="text-align: center;">700</p>			

LABEL INFORMATION

MAIL LABEL TO:	L. Wayne Judd 14400 Judd Ln La Pine, OR 97739 ✓
RETURN ITEM TO:	Remington Product Service/

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 30, 2008 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067904080
 REF 1:L. WAYNE JUDD/CM
 REF 2:REF#700

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DC 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 11.12	PUB+HANDLING	SP 0.00
		11.12