

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2426

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
147002	7/3/2008	7/7/2008	7/7/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jerome	Kumm	4977 2nd Ave	Pittsville	WI	54466		H 715-884-2631 E 4kids4us@tds.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other:Unexamined			
S	fired on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

5/27/08-gun fired as the bolt was closed. He got this rifle new from a Ducks Unlimited event, has made no alterations. lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 SAUM	26436	S6464599	LX	2/13/2003 11:27:33 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION		U			

CONCERN:FBC

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 at no charge, goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	64.31	7/9/2008				

5/23/08-sending customer ars &amp; ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/7/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 SAUM
	Date Code		LX
	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	Slightly Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

**Arms Service** File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

**Repair Inquiry**

Repair Number: **RE00147002** Serial: 56464599 Model: 700 Center Fire Caliber: 300 REM SA ULTRA MAG Produced: 02/13/2003 Repairman: Status: New 6/27/2008 11:24:04 AM

Verify Repair

**Address Information**

Customer: ☒ Received From Return To: ☐ Received From

Name: **JEROME KUMM** **JEROME KUMM**

Address 1: **4977 2ND AVE** **4977 2ND AVE**

Address 2:  PO Box:  PO Box:

City: **PITTSVILLE** **PITTSVILLE**

State: **WI** Zip Code: **54466** Country: **US** State: **WI** Zip Code: **54466** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1	Desc2					
6/27/2008 11:21	New	valentds	Repair Added		<input type="checkbox"/> Shipping Hold		Current Status		
6/27/2008 11:24	Update	valentds	Repair information chang		<input type="checkbox"/> InterFace Hold		New		
6/27/2008 11:24	Expedite	valentds	From: Check In	To:	<input type="checkbox"/> Estimate Serx		6/27/2008 11:24:04 AM		
7/7/2008 11:24:6	Comment	supryll	Returned to AS for repair		<input type="checkbox"/> Parts Received		valentds		
					<input type="checkbox"/> Passed Inspection		Product Services		
					<input type="checkbox"/> Return As Received		Repair Location		
					<input type="checkbox"/> Has been Approved		ICN		
					<input type="checkbox"/> Internal Repair		Current Location		
							ICN		
							Transfer Number		

Repair Search Refresh Close

supryll 7/7/2008 11:25 AM CAPS NUM INS SCRL

start Inbox - Microsoft O... Microsoft Excel - PS... Microsoft Word Arms Services Repair Search for a Serial ... 11:25 AM

Repairing at nlc as gesture of goodwill,  
Fred

standard cost repairs!

2.76

34.55

12. —

15. —

64.31

**Remington®**

May 27, 2008

Jerome Kumm  
4977 2<sup>nd</sup> Ave  
Pittsville, WI 54466

Number: **S6464599**

Model: **700**

Subject: Model 700 Serial #S6464599  
RE: Case #2426



**RE00147002**

Dear Mr. Kumm,

We were sorry to learn about the unfortunate incident you experienced with your Model 700. As I understand it, the rifle fired when you closed the bolt. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

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 box. 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. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

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

Sincerely,

*Laura Watson*

Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

could not duplicate concern.  
replace TPA, check over, clean.  
AT NK #23045

# Remington

## Factory Repair Instructions

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

Model Number: 700		Serial Number: S 6464599	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: JEROME KUMM		Date of Purchase:	
Address (no PO Boxes): 4977 2ND AVE			
City: POTTSVILLE		State: WI	Zip: 54466
Phone (Daytime) (WORK): 608-427-1555		Fax: 608 427 1551	
E-mail Address: JEROME.KUMM@WICBIC.ANG.AF.MIL			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
THIS WAS THE FIRST TIME I FIRED THIS RIFLE.			
AFTER EJECTING THE 2ND ROUND AND CHAMBERING THE 3RD.			
IT FIRED WITH OUT SQUEEZING THE TRIGGER.			
I DID TRY TO MAKE IT HAPPEN AGAIN WITH 3			
MORE ROUNDS, BUT NO MIS FIRES.			
ALSO COULD YOU TELL ME WHATS GOING ON WITH THE STOCK			
BUTT PUSHION? ITS LIKE IT STICKS TO EVERYTHING.			
Ammunition Information:			
Manufacturer: Remington		Type: 300 SA ULTRA-MAG	
Other (i.e. bullet weight/type, shot size, powder): PREMIER 165 GRA.			
CORE-LOKT PSP PR300SM-2			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: HOPPES			
How often do you clean the bore? (Months or Number of rounds) AFTER SHOOTING IT			
How often do you clean the action? (Months or Number of rounds) SOME AFTER SHOOTING IT			
How often do you clean the trigger assembly? (Months or Number of rounds)			
ITS NEW, SO I HAVE NOT BROKEN IT DOWN TO CLEAN IT.			
Brand of lubricant used: HOPPES			

How often do you lubricate the bore? (Months or Number of rounds)	LIGHTLY AFTER CLEANING
How often do you lubricate the action? (Months or Number of rounds)	41
How often do you lubricate the trigger assembly? (Months or Number of rounds)	ITS NEW, SO ITS
NOT BEEN DONE	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
I HAD A SCOPE AND MOUNTS PUT ON IT ABOUT A MONTH AGO (GANDER MOUNTAIN)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p align="center"><b>REMINGTON ARMS CO., INC</b></p> <p align="center"><b>ATTN: Arms Service Division</b></p> <p align="center"><b>- 14 Hoefler Ave</b></p> <p align="center"><b>- Ilion, NY 13357</b></p>	
<p><b>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.</b></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 INSURED 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)            :: 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.         </p>	

Watson, Laura M.

From: norma.osteen@remington.com  
Sent: Thursday, May 22, 2008 4:06 PM  
To: Watson, Laura M.  
Subject: FWD: unintentional round going off

The following incident has been forwarded to you by:  
Norma - (norma.osteen@remington.com)

Sender's Comment

Laura,

Another one for you to call (?).

Thanks.

Norma

Contact Information

Email Address: 4kids4us@tds.net  
Alternate Email 1: jerome.kumm@wicrtc.af.mil  
First Name: Jerome  
Last Name: Kumm  
Type:  
Title:  
Address: 4977 2nd ave  
Address 2:  
City: Pittsville  
State: WI  
Zip: 54466  
Country: USA  
Phone: 715-884-2631  
Fax:  
Url:  
Email Consent: Yes  
Phone Number:

5/23/08 lmsg 11:45

Reference #080522-000025

Summary: unintentional round going off  
Rule State: End Progress  
Product Level 1: Firearms  
Date Created: 05/22/2008 10:55 AM  
Last Updated: 05/22/2008 04:04 PM  
Status: Unresolved  
Assigned: Laura -  
Model Number: Remington model 700  
Serial Number: S6464599

Got from DuPont  
New. Ø adj.

Discussion Thread

Customer (Jerome Kumm) - 05/22/2008 10:55 AM  
I was firing my new Remington 300, last week, and when I chambered my 3rd round, it fired as soon as the bolt was locked forward. what do i need to do so this doesn't happen again? Has there been any recalls for this? p.s, I've been in the US military for over 20 years, so I have been around guns and I use them Safely.



May 27, 2008

Jerome Kumm  
4977 2<sup>nd</sup> Ave  
Pittsville, WI 54466

Subject: Model 700 Serial #S6464599  
RE: Case #2426

Dear Mr. Kumm,

We were sorry to learn about the unfortunate incident you experienced with your Model 700. As I understand it, the rifle fired when you closed the bolt. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

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

Sincerely,

A handwritten signature in cursive script that reads "Laura Watson".

Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

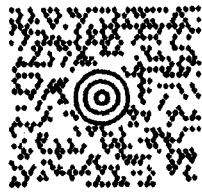


JEROME KUMM  
4977 2ND AVE  
PITTSVILLE WI 54466

10 LBS  
RS

1 OF 1

SHIP TO:  
PRODUCT SERVICES  
REMINGTON ARMS CO., INC.  
14 HOFER AVE  
ILION NY 13357

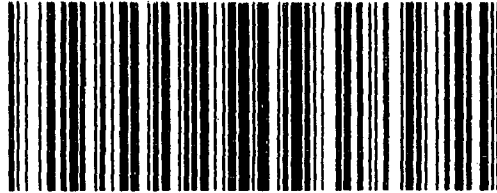


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6629 7257



BILLING: 3RD PARTY  
DESC: FIREARMS  
RETURN SERVICE

REF 1: JEROME KUMM/LW  
REF 2: REF#S6464599

HS 10.0.45

LP2442 72.0A 10/2007



International Shipping Notice: Carriage hereunder may be subject to the rules relating to liability and other terms and conditions established by the Commission for the Limitation of Certain Rates Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). Terms, conditions, exclusions and liabilities hereunder are subject to the U.S. in accordance with the Export Administration Regulations. Domestic postage to U.S. Air postage. For shipping details call 1-800-762-7862.

4XX596 MAY 23, 2008 ALL CURR USD 1 OF 1  
SERVICE GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066297257  
REF 1: JEROME KUMM/LW  
REF 2: REF#S6464599

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRG:

DV 0.00

DC 0.00

PR 0.00

COD 0.00

DG 0.00

PR 0.00

SVC T/P USD

RS 0.50

SD 0.00

SP 0.00

**Dodson, Cathy**

**From:** Watson, Laura M.  
**Sent:** Friday, May 23, 2008 3:49 PM  
**To:** Media Coordinator Schedule  
**Subject:** ARS requests  
**Attachments:** image001.jpg

**Remington.**

www.remington.com

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

**ARS LABEL REQUEST**

DATE:	5/23/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	I WILL MAIL XXXX		
DESCRIPTION: REF: S6464599			

**LABEL INFORMATION**

MAIL LABEL TO:	Jerome Kumm 4977 2nd Ave Pittsville, WI 54466
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only  (Need a label please)

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

5/23/2008