

Remington Arms Co., Inc.
 Product Service
 Legal Case #:2125

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
141943	2/20/2008	2/11/2008	3/6/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Polk County Sheriff's Dept	Michael	Stoffel	1005 West Main St Suite 900	Balsam Lake	WI	54810		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4079 Other - Unexamined Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	

2/11/08-email from Fred Supry-cust was a sniper drill, closed bolt, grabbed rifle and it fired. Gun was in factory in 2002 RE52008 and trigger pull was adjusted at that time.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25739	G6233651		3/14/2002 6:54:30 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMCHAR WHOLESALE INC (WL)		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
Repair/Replacement Cost	Repair/Replacement Date					

2/11/08-sending ars & ltr.lw - 3/6/2008 This gun came in 2/20/2008 and missed getting to Product Service the repair quoted the repairs and the the quote was accepted. The gun is currently being repaired and will be returned to the customer fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

WWS

Watson, Laura M.

From: Supry, Fred L.
Sent: Friday, February 08, 2008 8:30 AM
To: Watson, Laura M.
Subject: ARS Label

2/8/2008

Laura,

Please send an ARS label to:

Michael Stoffel, Patrol Sergeant
Polk County Sheriff's Department
1005 West Main Street, Suite 900
Balsam Lake, WI 54810

This is to get a Model 700 LTR returned that he claims, fired with no contact with the trigger, on the range during a sniper class.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

2/11/2008

Watson, Laura M.

From: Supry, Fred L.
Sent: Friday, February 08, 2008 12:58 PM
To: Watson, Laura M.
Subject: Stoffel

The serial number of the Model 700 for Sgt. Michael Stoffel is G6233651. He called me and told me the following:

It was during a sniper course drop down drill – with a round on the floor plate he closed the bolt and when he grabbed the stock the rifle fired. After the incident they took the action out of the stock and flushed the TA with Rem-Oil. This rifle has the X-Mark Pro trigger assembly. He claims no adjustments to the TA except it was returned to Remington previously to have the trigger pull reduced to 3.5 lbs.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

2/11/2008

Watson, Laura M.

From: Supry, Fred L.
Sent: Friday, February 08, 2008 1:01 PM
To: Watson, Laura M.
Subject: Stoffel

2/8/2008

The statement that the rifle has an X-Mark Pro trigger is wrong – He wants us to install an X-Mark Pro trigger.

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

2/11/2008



February 11, 2008

Michael Stoffel, Patrol Sergeant
Polk County Sheriff's Department
1005 West Main Street, Suite 900
Balsam Lake, WI 54810

Subject: Model 700LTR Serial: G6233651

Dear Sgt. Stoffel,

We were sorry to learn about the incident you experienced with your Model 700 LTR. As I understand it, the rifle fired on its own while at a sniper drill. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

Per your discussion with Fred Supry, 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,

A handwritten signature in black ink that reads "Laura Watson". The signature is written in a cursive, flowing style.

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: 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

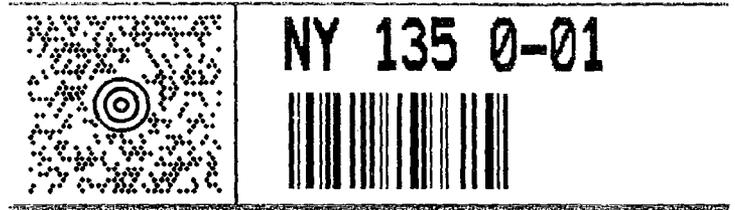
ATTN: MICHAEL STOFFEL, PATROL SGT
POLK COUNTY SHERIFF'S DEPT
1005 W MAIN ST
BALSAH LAKE WI 54810

12 LBS
RS

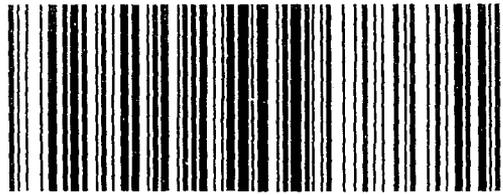
1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357



UPS GROUND
TRACKING #: 1Z 4XX 596 90 6505 0470



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: POLK CTY SHERIFF DEPT/MICHAEL/LW
REF 2: REF# 700

WS 9.0.49 LP2844 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 Convention for the Unification of Certain Rules 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"). These conventions, including all protocols and amendments thereto, are hereby accepted by the U.S. in accordance with the Export Administration Regulations. Overseas consignor to U.S. law prohibited. For shipping please call 1-800-752-7000. United Parcel Service, Louisville, KY

Oakley, Anita B.

From: Watson, Laura M.
Sent: Friday, February 08, 2008 8:34 AM
To: Media Coordinator Schedule
Subject: ARS requests
Attachments: image001.jpg



www.remington.com

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

ARS LABEL REQUEST

DATE:	2/8/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	12
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	I WILL MAIL XXXX		
DESCRIPTION: REF: 700			

LABEL INFORMATION

MAIL LABEL TO:	Michael Stoffel, Patrol Sergeant Polk County Sheriff's Department 1005 West Main Street, Suite 900 Balsam Lake, WI 54810	4XX596 FEB 8, 2008 ALL CURR USD SERVICE GNDCOM ACT WT 12.0 LBS TRACKING# 1Z4XX5969065050470 REF 1:POLK CTY SHERIFF DEPT/MICHAEL/LW REF 2:REF# 700	1 OF 1
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: DV 0.00 COD 0.00 RS 0.50 DC 0.00 DG 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 8.22 PUB+HANDLING 8.22	

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

Remington®

141942 → .014
K55/c
5th
2011

February 11, 2008

Michael Stoffel, Patrol Sergeant
Polk County Sheriff's Department
1005 West Main Street, Suite 900
Balsam Lake, WI 54810

141943
E6656370 - 141942

Subject: Model 700LTR Serial: G6233651

Dear Sgt. Stoffel,

We were sorry to learn about the incident you experienced with your Model 700 LTR. As I understand it, the rifle fired on its own while at a sniper drill. 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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Sincerely,

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

could not duplicate concern.
check over, replace TPA, repair,
clean as needed ~~TPA~~

#230145

This got quoted a accepter
Did not get to product ser
Another rifle

Repair Inquiry

Repair Number: **RE00141942** Serial: E6856370 Model: 700 Center Fire Caliber 308 WIN Produced: 07/24/2000 Repairman: Patrick Bielanski
 Verify Repair: **High Priority** Status: Repairing 3/4/2008 3:00:06 PM

Address Information

Customer: Received From: Return To: Received From:

Name: **TITUSVILLE POLICE DEPT** **TITUSVILLE POLICE DEPT**

Address 1: **ATTN DET JAMES Mc MARTIN 754** **ATTN DET JAMES Mc MARTIN 754**

Address 2: **1100 JOHN GLENN BLVD** PO Box: **1100 JOHN GLENN BLVD** PO Box:

City: **TITUSVILLE** **TITUSVILLE**

State: **FL** Zip Code: **32780** Country: **US** State: **FL** Zip Code: **32780** Country: **US**

FFL:

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1	Desc2				Current Status	
2/29/2008 4:23:1	Comment	turnerar	Mailed Estimate to Custor		<input type="checkbox"/> Shipping Hold			Repairing	
3/3/2008 4:28:27	Reprint	turnerar	Single Quotation Reprint		<input type="checkbox"/> InterFace Hold			3/4/2008 3:00:05 PM	
3/4/2008 2:56:26	Update	turnerar	Address, Billing, or Ship to	From Approval Screen	<input checked="" type="checkbox"/> Estimate Sent			System	
3/4/2008 2:56:36	Approved	turnerar	Phone call		<input checked="" type="checkbox"/> Parts Received			Repair Bench	
3/4/2008 2:56:41	Update	turnerar	Address, Billing, or Ship to	From Approval Screen	<input type="checkbox"/> Passed Inspection			Repair Location	
3/4/2008 2:56:56	Update	turnerar	Address, Billing, or Ship to	From Approval Screen	<input type="checkbox"/> Return As Received			ILN	
3/4/2008 3:00:06	Repairing	System	Immediate SAP Allocation		<input type="checkbox"/> Has been Approved			Current Location	
3/5/2008 5:41:35	Expedite	pencil	From ApproveRack	To: Repair Bench	<input type="checkbox"/> Internal Repair			ILN	
								Transfer Number	

Repair Search

Arms Services Repair & Estimate System

File: Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00141942** Serial: E6656370 Model: 700 Center Fire Caliber: 308 WIN Produced: 07/24/2000 Repairman: Patrick Bjelarski Status: Repairing 3/4/2008 3:00:06 PM

High Priority

Address Information

Customer: Received From: Return To: Received From:

Name: **TITUSVILLE POLICE DEPT** **TITUSVILLE POLICE DEPT**

Address 1: **ATTN DET JAMES Mc MARTIN 754** **ATTN DET JAMES Mc MARTIN 754**

Address 2: **1100 JOHN GLENN BLVD** **1100 JOHN GLENN BLVD** PO Box:

City: **TITUSVILLE** **TITUSVILLE**

State: **FL** Zip Code: **32780** Country: **US** State: **FL** Zip Code: **32780** Country: **US**

FFL:

Contact / Condition		Problems		Estimate			History / Status			Shipping / Billing			
Part	Type	Description	Need	Inv	Kit	Avail	Recv	Wint	Price	Disc	Est Amt		
F108516	P	700 BBL ASSB POL 308 V	1	1	0	1	1	N	227.60	30	159.32	Parts	222.32
F305570	P	700 X-MARK PRO TRIG A	1	1	0	1	1	N	90.00	30	63.00	Labor	45.00
4000104	S	ARMS SERV SHIPPING &	15	15	0	0	0	N	1.00	0	15.00	Ship/Handling	15.00
4000116	S	GR-LABOR	30	30	0	0	0	N	1.00	0	30.00	Est State Tax	16.94
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	0	15.00	Total:	299.26

Charge Taxes

subryfl 3/6/2008 10:55 AM CAPS NUM RNS SDR

start Inbox - Microsoft Outlook Arms Services Repair Current Cases - Microsoft 10:55 AM

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00141943** Serial: G6233651 Model 700 Center Fire Caliber Repairman: Patrick Bielanski
 Verify Repair: **High Priority** 308 WIN Produced: 03/14/2002 Status: Repairing 3/4/2008 3:00:06 PM

Address Information

Customer: Received From Return To: Received From

Name: **TITUSVILLE POLICE DEPT** **TITUSVILLE POLICE DEPT**

Address 1: **ATTN DET JAMES Mc MARTIN 754** **ATTN DET JAMES Mc MARTIN 754**

Address 2: **1100 JOHN GLENN BLVD** PO Box: **1100 JOHN GLENN BLVD** PO Box:

City: **TITUSVILLE** **TITUSVILLE**

State: **FL** Zip Code: **32780** Country: **US** State: **FL** Zip Code: **32780** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
			<input type="checkbox"/> Shipping Hold <input type="checkbox"/> InterFace Hold <input checked="" type="checkbox"/> Estimate Sent <input checked="" type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return As Received <input checked="" type="checkbox"/> Has been Approved <input type="checkbox"/> Internal Repair	Current Status Repairing 3/4/2008 3:00:06 PM System Repair Bench Repair Location ILN Current Location ILN Transfer Number
Date	Code	User ID	Desc1	Desc2
2/29/2008 3:30:2	ApprovalH	BatchJob	Quotation Control	
2/29/2008 4:23:2	Comment	turnerar	Mailed Estimate to Custor	
3/3/2008 4:28:44	Reprint	turnerar	Single Quotation Reprint	
3/3/2008 4:29:06	Reprint	turnerar	Single Quotation Reprint	
3/4/2008 2:56:01	Update	turnerar	Address, Billing, or Ship M	from Approval Screen
3/4/2008 2:56:06	Approved	turnerar	Phone call	
3/4/2008 3:00:06	Repairing	System	Immediate SAP Allocation	
3/5/2008 5:39:17	Expedite	pencil	From: ApproveRack	To: Repair Bench

Repair Search Refresh Close

suprvfl 3/6/2008 10:54 AM CAPS NUM INS SCRL

start Inbox - Microsoft Outl... Arms Services Repair... Current Cases - Micro... CDPE 10:54 AM

