

Remington Arms Co., Inc.
Product Service
Legal Case #:4922

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210801	11/18/2010	11/1/2010	11/19/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Wayne	Brossi	5 Green Valley Rd.	Medway	MA	02053		H 508-533-2746 E wayne45acp@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

Customer sent in an email. Years ago he was hunting & when he switched from Safe to Fire the gun went off. He stated that he sent rifle to factory in 1982 but they did not find anything wrong with it. He compared us to Toyota & stated we should have a recall. He feels differently about us now as a company after watching the CNBC show. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6553321	BQ	1/13/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	L HORTON SOUTHBOROUGH MA	TWO PIECE SCOPE BASE	Y			

CONCRN:FSR,CHECK OVER

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
Per Ilion - Check over, clean, test fire @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27	11/29/2010				

11/1/10: I will email letter & form to cusotmer. I will ask Cathy D. to email ARS label. Box order# 1154333. df 11/29/10: Per Ilion - Could not duplicate concern. N/S trigger assemb is functioning as designed. Will check over, clean & test fire. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/19/2010

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4922&Type=Case>

11/29/2010

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		BQ
	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	Slightly 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	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

suorifi - ILN/Prod

fr mRepairMain

D1102R7XPIL

Thursday, Nov 18 2010

8:43 AM

22"
BQ1/98
SS#
.013

4922

[COPY]

November 1, 2010

Wayne Brossi
5 Green Valley Rd.
Medway, MA 02053
Ph: 508-533-2746

Ref: # 4922

Dear Mr. Brossi,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form 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. Mark the ends of the boxes with the name "Supry". Mr. Supry will be inspecting the firearm and will contact me with the results.

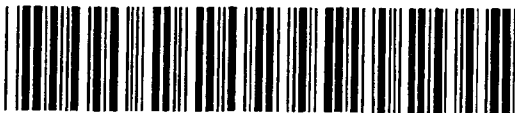
I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

Serial
Number

A6553321

Model: 700



RE00210801

could not duplicate concern.
N/S trip-ASSM. IS FUNCTIONING
AS designed, will check over,
clean + test fire.

#230145

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

Model Number: 700 BDL		Serial Number: A 655 3321	
Name: Wayne M. Brossi		Date of Purchase: June 7th 1978 <u>New</u>	
Address (no PO Boxes): 5 Green Valley Road			
City: Medway		State: MA	Zip: 02053-1914
Phone ^{home} : 508 533-2746 (Daytime): → cell: 508 654-9271		Fax:	
E-mail Address: Wayne45Acp@Comcast.Net			
<p>Please describe your problem:</p> <p>Back in 1981 this rifle fired <u>when pushing the safety off</u> to unload. No one was hurt. I sent the rifle back to Remington at that time. They apparently checked the rifle and modified it so you could open the bolt to unload without pushing the safety off. No explanation was given on whether the safety itself or trigger assy. was defective, just that it was serviced. Since then I never really trusted the safety and handled it accordingly as if it was loaded and had no safety. It was my first hunting rifle and had been on many memorable hunts so did not want to part with it. After seeing the program on MSNBC on the safety issue and all the others that had this problem, I wanted my rifle checked. Again since I had doubts even before seeing the program, I wanted my rifle checked. ⁵⁰⁰ characters left. Please do what is needed to put this issue to rest.</p> <p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. Thank you! <u>Wayne Brossi</u></p> <p style="text-align: right;"><u>11/13/10 A loyal Remington customer!</u></p>			
<p><input type="checkbox"/> 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. :: 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>			
Print		Reset	

Reference #
101022-000006
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/22/2010 07:41 AM
Initial Response
None
Last Updated
10/29/2010 06:42 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

CNBC story

Discussion Thread

Customer (Wayne Brossi)

10/29/2010 06:42 PM

Dell,
I am still waiting for your response to my last reply. Will you be sending the box and label to ship my rifle back in? You have not confirmed this after I sent the information you requested? The time in response to me here is very slow. Still waiting. Thanks you.
Regards,
Wayne Brossi
----- Original Message -----
From: Remington Information
To: wayne45acp@comcast.net
Sent: Wed, 27 Oct 2010 14:26:16 -0000 (UTC)
Subject: CNBC story [Incident: 101022-000006]

Customer (Wayne Brossi)

10/28/2010 05:11 AM

Dell,
If you read my early two messages, I did include the serial number of my rifle in the first one and more information on it. But I will list it here again.
Remington model 700 BDL serial number A6553321, 30-06 caliber.
This was sent back in 1982 after the incident. I beleive they modified the safety so that you could open the bolt on a live round with the safety still on, to unload, as mine is the old style. The problem was, when pushing the safety off while the rifle was loaded, it fired.
(explained in first message below.)
Any way you can research to see if the records are still on file? This was back around 1982 that it was sent back. What would they do any differently to it that has not already been done in 1982? Is it possible to change the trigger/safety set up to the Mark X Pro type? What can you tell me about this? Thanks.
Wayne Brossi
5 Green Valley Rd.
Medway, MA 02053-1914
Phone: (508) 533-2746
e-mail: wayne45acp@comcast.net
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From:
Remington Information
To: wayne45acp@comcast.net
Sent: Wed, 27 Oct 2010 14:26:16 -0000 (UTC)
Subject: CNBC story [Incident: 101022-000006]

Response (Dell -)

10/27/2010 10:26 AM

Dear Mr. Brossi,
We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS and a box to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Note (Daniel -)

10/26/2010 10:51 AM

fwd to dell

Customer (Wayne Brossi)

10/24/2010 05:22 PM

Hello,
Still waiting for some kind of reply. I can only imagine the amount of people who have had the same problem as me, not realizing that many others have had the same problem until they saw the CNBC investigation on this. Remington has always been my first choice when it comes to buying a new long gun whether it be a shotgun or rifle. I own 3 Remington shotguns now and have owned more than 6 or 7 others in the past, plus a few other model rifles like the 760 gamemaster. The program I saw made my heart sink as now I think differently about Remington as a company. I only hope that Remington will do the right thing in the long run, like Toyota has done for their loyal customers with all the problems they had I still own 3 Toyota Vehides, why because they take care of their customers and back their products in good times and bad. If Remington wants to keep their loyal customers, they had better act fast and make good on these issues, to ignore it and drag their feet will only be disasterous to their customer base, because we as consumers do have a choice. Hope to hear something soon, like maybe a public statement from Remington as to how they will handle this.
Best Regards,
Wayne Brossi
wayne45acp@comcast.net
Medway, MA

Customer (Wayne Brossi)

10/22/2010 07:41 AM

4922
1154333

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 11/1/2010

Hello,
 I did watch the CNBC story on the Remington model 700 bolt action rifle. I want to say I personally have had this very same thing happen to me with my Remington Model 700 BDL rifle many years ago. I was hunting with relatives up in Canada, when we all came out of the woods for lunch. We all started unloading our rifles. I put my Remington model 700 butt down on my knee with rifle pointing up and away then proceeded to push the safety off so I could open the bolt, when I did this the rifle fired, but did so in a safe direction with no mishap. Everyone was a little startled but safe. I did not use the rifle the rest of the trip because of this. When we got back I called and shipped the rifle back to Remington. When they shipped it back it the letter said there was nothing wrong with it and the rifle was fine. I was not sure what to say to that, but I still have the rifle but never felt comfortable again hunting with it. So it comes on trips but I do not use it. Now my question is, will Remington do the right thing and recall and fix these rifles so it will not happen again. It is pretty obvious that there is a problem where so many people have had the same experience with this rifle. I like the rifle but have lost confidence in it being a safe rifle. I thought about selling it, but could not put someone else in at risk. Can you tell me what Remington has in mind to remedy this situation?
 My rifle serial number is A6553321, an early model from 1978.
 Thank you
 Sincerely
 Wayne Brossi
wayne45acp@comcast.net
 Medway, MA

Primary Contact

First Name: Wayne
 Last Name: Brossi
 Organization:
 Login: wayne45acp@comcast.net
 Title:
 Contact Type:
 Email: wayne45acp@comcast.net
 Email - Alternate #1:
 Email - Alternate #2:
 Office Phone:
 Mobile Phone:
 Fax:
 Assistant Phone:
 Home Phone:
 Street
 City
 State/Province
 Postal Code
 Country

Additional Information

Remington 11/1/10

Emailed to customer

November 1, 2010

Wayne Brossi
5 Green Valley Rd.
Medway, MA 02053
Ph: 508-533-2746

Ref: # 4922

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df
enclosure

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Phone 800-243-9700 • www.remington.com

COPY

November 1, 2010

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Ref: # 4922

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df
enclosure

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

Model Number:	Serial Number:	
Name:	Date of Purchase:	
Address (no PO Boxes):		
City:	State:	Zip:
Phone (Daytime):	Fax:	
E-mail Address:		
<p align="center">Please describe your problem:</p> <p align="right">500 characters left</p>		
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>		
<p><input type="checkbox"/> 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> <ul style="list-style-type: none"> :: 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. :: 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. 		
Print	Reset	

Fulcher, Dell Marie

From: postmaster@remington.com
To: wayne45acp@comcast.net
Sent: Monday, November 01, 2010 4:06 PM
Subject: Relayed: Message relayed (wayne45acp@comcast.net)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

wayne45acp@comcast.net

Subject:



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

ARS LABEL REQUEST FORM

DATE:	11/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR	XXXXXX	I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref# 4922 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Wayne Brossi 5 Green Valley Rd. Medway, MA 02053 Ph: 508-533-2746 Email: wayne45acp@comcast.net	Please email ARS label
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

wayne45acp@comcast.net

4XX596 NOV 3, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10 0 LBS
TRACKING# 124XX5969066753281
REF 1: WAYNE BROSSI/CD/DNF
REF 2: 4922/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COO 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.95	PUB+HANDLING	7.95



