

Remington Arms Co., Inc.
Product Service
Legal Case #:4921

Case Information

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

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Hal	Davis	6302 Howell Cobb Ct.	Acworth	GA	30101		H 678-618-2930 E hald@mindspring.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. He let his friend shoot his M/700. The rifle had FSR incident. No damage. No injury. Customer did have trigger adjusted by a gunsmith about a year ago. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	25803	C6441756		9/29/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	AIDCO DIVISION WAREHOUSE #2R		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				

11/1/10: Sending ARS, ltr, form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101022-000060
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/22/2010 10:41 AM
Initial Response
None
Last Updated
10/27/2010 10:21 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

700 Remington 7mm Magnum accidental discharge

Discussion Thread

Customer (Hal Davis)

10/27/2010 10:21 PM

Hey Dell,

It is a model 700 in 7mm Magnum. Serial number C6441756. My address is 6302 Howell Cobb Court, Acworth, Ga 30101. Phone number is 678-618-2930.

Response (Dell -)

10/27/2010 10:36 AM

Dear Mr. Davis,

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 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 10:59 AM

fwd to dell

Customer (Hal Davis)

10/22/2010 10:41 AM

Hey there,

I have and love a Remington 700 in 7mm Mag. I was sighting it in the other day and my friend was getting ready to shoot the gun when it discharged as he took off the safety. He didn't even touch the trigger. I have had a gunsmith lighten the trigger pull on the gun a year ago and haven't had this problem occur before. My friend said he looked up on the Internet and saw that this model has had some problems in the past. I am bringing this to your attention so that you can advise me as to what should be done to correct this defect. Please advise.

Thanks,
Hal Davis

Primary Contact

First Name: Hal
Last Name: Davis
Organization:

Login: hald@mindspring.com

Title:

Contact Type:

Email: hald@mindspring.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

4921

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

Remington.

www.remington.com

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 TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 4921 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Hal Davis 6302 Howell Cobb Ct. Acworth, GA 30101 Ph: 678-618-2930
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 2, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065248810
 REF 1: HAL DAVIS/CD/DMF
 REF 2: 4921/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DCD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 8.78 PUB+HANDLING 8.78