

BARBER - Kinzer PPS GAL RE 0010535

Remington Arms Co., Inc.

Product Service

Legal Case #:4654

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
202217	9/8/2010	7/29/2010	10/22/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Dobbs	824 Echo Valley	Glendale	WV	26038		H 304-845-7550

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in gas wall furnace	Cause:4015 Improper Maintenance		
S		Concern:1008 Fired on Bolt Closing	Unknown	
C				

7/29/10 Per call from Dobbs, he was loading the rifle in the house to shoot at a groundhog that has been eating his fruit trees. He was having problems with the safety movement. He pulled the trigger and it didn't fire. He took it to another room and unloaded it and reloaded and it fired putting a hole in his gas wall furnace. He says it looks like two holes but the glass may have made one hole. He is the original owner and bought it about 4-5 yrs ago at Ace Sptg Goods. It has only had about 1 1/2 box of shells through it. No one hurt.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	27514	E6532137	LT	2/10/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
4/29/1999	ACUSPORT CORPORATION	SCOPE,RINGS,BASE	Y			

CONCERN:FBC,PROPERTY DAMAGE

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 at no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.23	10/25/2010				

7/29/10 Sending ARS.cm 9/10/10 Called Dobbs and told him the condition of the trigger and safety. We can repair the rifle at no charge but this was not due to a defect and we would not cover the damage to the heater. He will call me back.cm 9/17 Dobbs left me a voice message asking if we could take care of replacing the rifle and the cost for the furnace and door before he contacted an attorney. I called but had to leave a message on his voice mail to call me. I will offer to repair but no other.cm 10/7/10 Left another voice message for Dobbs to call me.cm 10/22/10 Dobbs called and he had watched CNBC broadcast. Wants us to cover rifle and furnace. I again went over the rust and adjustments of his rifle and that we would repair his rifle as goodwill but it was not a defect from the factory or under warranty and we would not pay for the furnace. He'll contact a lawyer. We will take pictures and return the rifle.cm 10/25/10 Dobbs left voice message to replace the trigger and send back.cm

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4654&Type=Case>

10/25/2010

BARBER - Kinzer PPS GAL RE 0010535

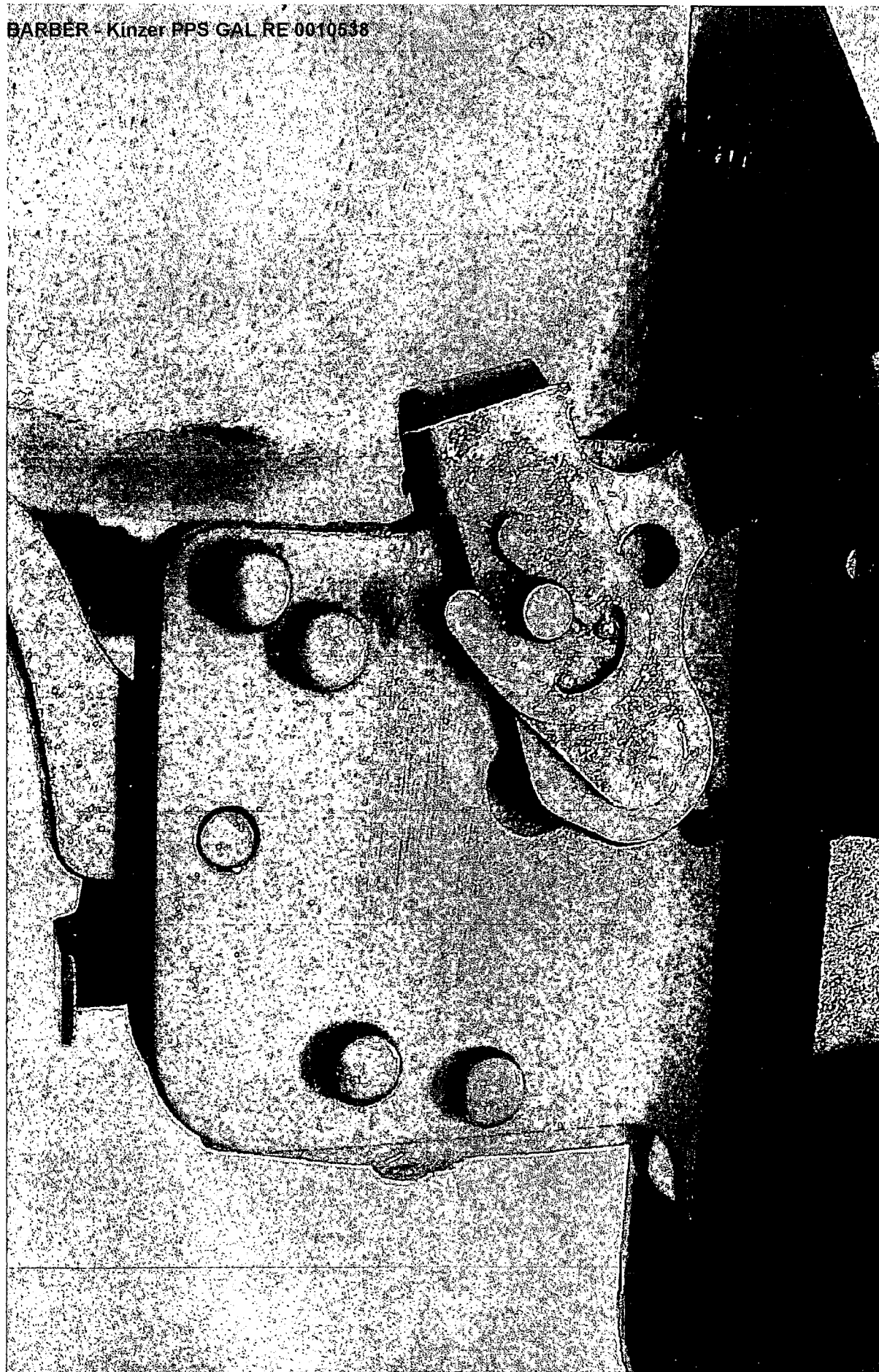
PS 12423

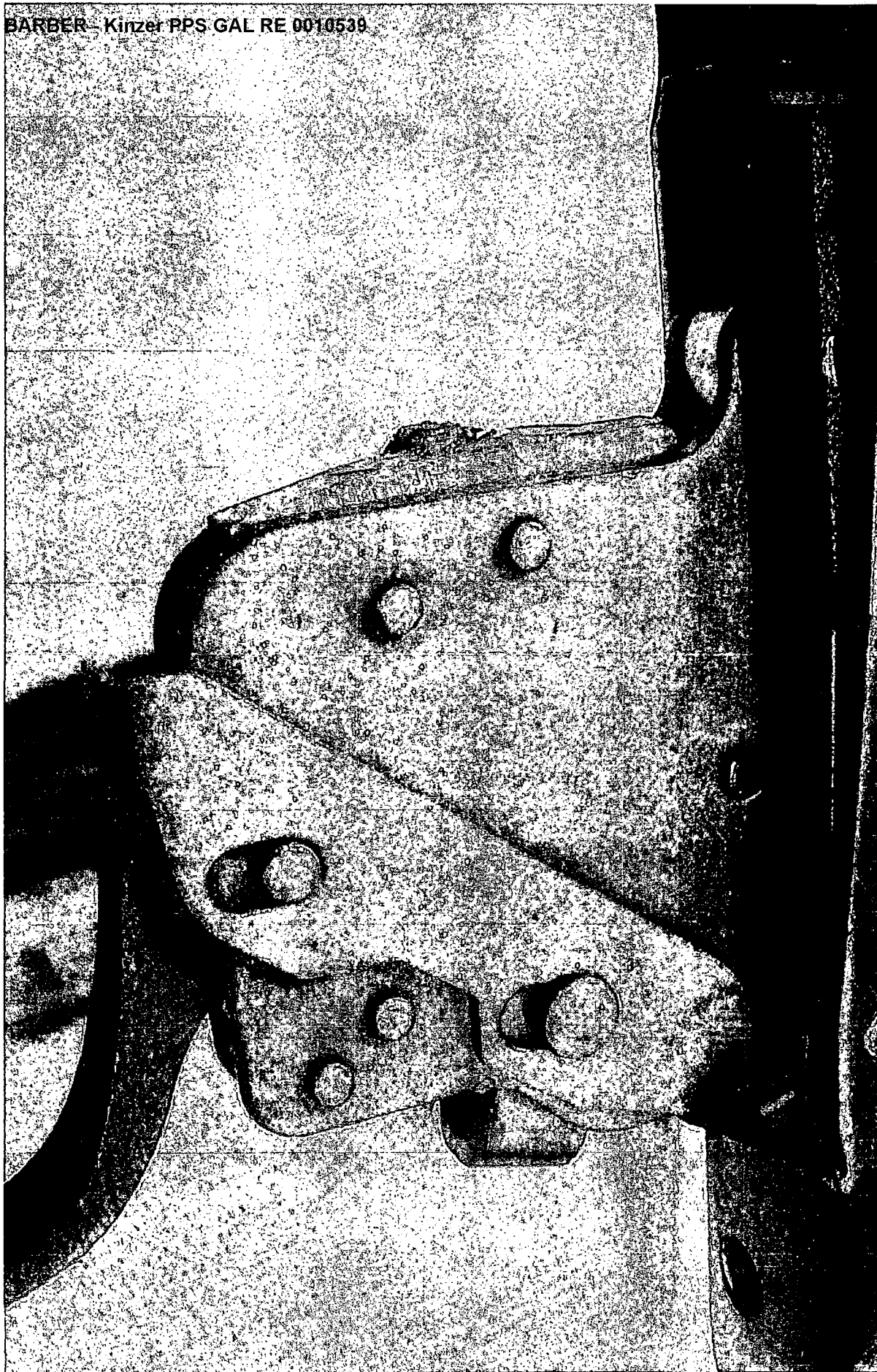
BARBER - Kinzer PPS GAL RE 0010536

Examination[Remington/CF/BA]

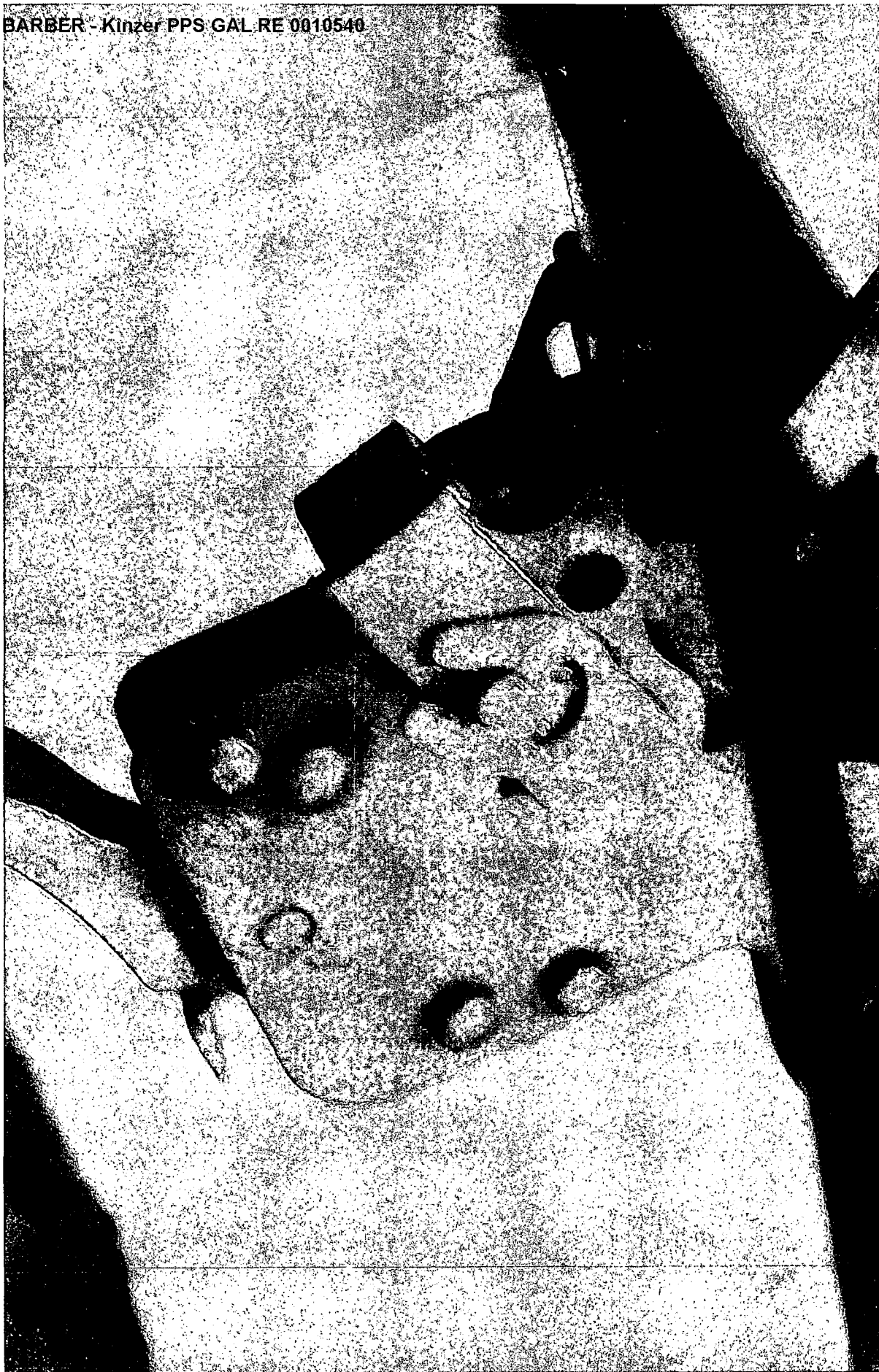
Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		24" 223 REM
	Date Code		LT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown 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; Not 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	Slightly Worn; Not Functioning	WILL FOLLOW DOWN TRIG AND TRIG PIN RUSTED SAFETY RUSTED TRIG WILL NOT RETURN
	Pull	---Select---	5.5#
	Altered	True	TRIG PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,BASE





BARBER - Kinzer PPS GAL RE 0010540



BARBER - Kinzer PPS GAL RE 0010540

PS 12428

### Repair Inquiry

Repair Number: **RE00202217** Serial: E6532137 Model 700 Center Fire Caliber: 223  
 REM Produced: 02/10/1999

Repairman: **DAN DOBBS** Status: **Parked 9/9/2010 10:11:38 AM**

---

**ADDRESS INFORMATION**

Customer		Received from	Return To	Received from
Name:	DAN DOBBS		DAN DOBBS	
Address 1:	824 ECHO VALLEY		824 ECHO VALLEY	
Address 2:	PO Box		PO Box	
City:	GLEN DALE		GLEN DALE	
State:	WV Zip Code: 26038 Country: US		WV Zip Code: 26038 Country: US	

FFL: \_\_\_\_\_

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
9/9/2010 12:55	New	valentids	Repair Added		
9/9/2010 12:55	Expedite	valentids	From Check In To:		
9/8/2010 5:05	EmailSent	ArmEmail	Repair Received	DANDOBBS82...	
9/8/2010 5:05	EmailVerified	ArmEmail	Receipt	DANDOBBS82...	
9/9/2010 10:11	Maint	Travisbw	Repair Mainten...	Status: Estimating	
9/9/2010 10:11	ParkedExt...	Travisbw	Placed in PS B...	hold for disposi...	

☐ Shipping Hold  
☐ Interface Hold  
☐ Estimate Sent  
☐ Parts Received  
☐ Passed Inspection  
☐ Return as Received  
☐ Has Been Approved  
☐ Internal Repair

**Current Status**  
 Parked  
 9/9/2010 10:11:38 AM  
 Travisbw  
 Product Services  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search Refresh Close

**RECEIVED**  
 SEP 10 2010  
 BY: .....

4654

K

4-29  
24"  
5.5#  
013

July 29, 2010

Dan Dobbs  
824 Echo Valley  
Glendale, WV 26038

Subject: Case # 4654, Model 700

Dear Mr. Dobbs,

Per our conversation, enclosed is a UPS prepaid shipping label for shipment of the firearm for inspection. Complete the enclosed form and enclose it inside with the firearm before shipping along with the 2<sup>nd</sup> copy of my letter.

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](mailto:christy.mitchell@remington.com)

enclosure

Serial Number:  
**E6532137**

Model: **700**



**RE00202217**

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)

On July 28, 2010, I loaded my 223 rifle with a shell to shoot a groundhog. I pulled the trigger and nothing happened. I loaded the gun once more and just as I closed the breach the gun fired. The bullet hit the gas furnace then Rica shaded off and hit the door.

The door would cost \$300 for material and labor to replace. The gas furnace to replace would be \$600 for material and labor. I'm lucky to be alive and didn't kill anyone else. I want a new 223 and everything replaced. I have also enclosed pictures of the damaged property.

Sincerely,

A handwritten signature in cursive script that reads "Dan Dobbs".

Dan Dobbs

Call me if you have questions or concerns about the gun or replacing the property.

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

Model Number: 700		Serial Number: E6532137	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Dan Dobbs		Date of Purchase: 4-29-1999	
Address (no PO Boxes): 824 ECHO VALLEY			
City: GLEN DALE		State: WV	Zip: 26038
Phone (Daytime): 304845-7550		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) dandobbs824@comcast.net			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
See enclosed letter			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: 223 REM	
Other (i.e. bullet weight/type, shot size, powder): Ballistic Silvertip 55 grain centerfire rifle cartridge			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

<b>Firearms Care (Cleaning and Lubrication):</b>	
Brand of cleaning solution used:	Outers
How often do you clean the bore? (Months or Number of rounds)	every box of 20 shells
How often do you clean the action? (Months or Number of rounds)	every box of 20 shells
How often do you clean the trigger assembly? (Months or Number of rounds)	never
Brand of lubricant used:	Remington Rem Oil with teflon
How often do you lubricate the bore? (Months or Number of rounds)	2 x year
How often do you lubricate the action? (Months or Number of rounds)	every x go hunting
How often do you lubricate the trigger assembly? (Months or Number of rounds)	never
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
never	
What were the services performed?	
N/A	
<p><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <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.</p>	

Remington Arms Co., Inc.

Product Service

Legal Case #:4654

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		7/29/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Dobbs	824 Echo Valley	Glendale	WV	26038		H 304-845-7550

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in gas wall furnace	Cause:4079 Other - Unexamined			Unknown
S	Concern:1008 Fired on Bolt Closing			
C				

7/29/10 Per call from Dobbs, he was loading the rifle in the house to shoot at a groundhog that has been eating his fruit trees. He was having problems with the safety movement. He pulled the trigger and it didn't fire. He took it to another room and unloaded it and reloaded and it fired putting a hole in his gas wall furnace. He says it looks like two holes but the glass may have made one hole. He is the original owner and bought it about 4-5 yrs ago at Ace Sptg Goods. It has only had about 1 1/2 box of shells through it. No one hurt.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223	27514	E6532137		2/10/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		Y			

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				

7/29/10 Sending ARS.cm 8/4/10 Needs a box, sent on ord #1124813.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

July 29, 2010

Dan Dobbs  
824 Echo Valley  
Glendale, WV 26038

Subject: Case # 4654, Model 700

Dear Mr. Dobbs,

Per our conversation, enclosed is a UPS prepaid shipping label for shipment of the firearm for inspection. Complete the enclosed form and enclose it inside with the firearm before shipping **along with the 2<sup>nd</sup> copy of my letter.**

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](mailto: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](http://www.remington.com)

Case #	4654	Date of Call	7/29/10	Date of Incident		PreLit		Lit		Obs	
--------	------	--------------	---------	------------------	--	--------	--	-----	--	-----	--

Reporter name		Incident Name/Age	Dan Dobbs
address		address	
contact #'s		contact #'s	
email		email	

824 Echo Valley  
Glendale WV 26038  
304-845-7550

Injury	shot hole in gas wall furnace - 2 holes
--------	---

Medical Treatment	
-------------------	--

Alleged cause	
---------------	--

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	EL632137	-223		Y	Ace Spig Goods	4/5 yrs		

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

Other Product	
Notes:	<p>was going to shoot a groundhog that's been eating fruit trees. pulled trigger &amp; didn't fire so went to loading gun in house. safety wouldn't move. (Fired after 2nd time.) ← to unload &amp; reload</p> <p>Only put a box &amp; 1/2 of shells through it.</p>

Customer's Request	
--------------------	--

My actions/offers	
-------------------	--

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	7/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx  I WILL MAIL	
DESCRIPTION:  700			

## LABEL INFORMATION

MAIL LABEL TO: Dan Dobbs 824 Echo Valley Glendale, WV 26038
RETURN ITEM TO: Rem Product Service

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

4XX596 JUL 29, 2010 ALL CURR USD 1 OF 1  
 SERVICE GNDCOM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969067185858  
 REF 1:DAN DOBBS/CD/CM  
 REF 2:REF#700

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 DGD 0.00 SD 0.00  
 AH 0.00 PR 0.00 SP 0.00  
 TOT PUB CHG 8.24 PUB+HANDLING 8.24