

BARBER - Kinzer PPS GAL RE 0010571

Remington Arms Co., Inc.

Product Service

Legal Case #:4972

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/4/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Fred D	Dunn Jr	4860 N State Rd M77	Germfask	MI	49836		E Yorkiemom48866@aol.com

Incident Information

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

11/4/10 Per email sent to Remington.com, incid # 101028-000142, "In 1986 I was hunting with some friends and my 15 year old son and while attempting to unload the rifle I flipped the safety off, the rifle discharged with both my hunting partners near by. The gun was pointed at the ground as was my normal safety practice. I did not have my finger anywhere near the trigger. I have not used the rifle since. Until last week I never heard that anyone else was having a problem with this."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a	337399		1/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
			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				

11/4/10 Mailing ARS and letter for the rifle that had the FSR.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101028-000142

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
10/28/2010 09:42 PM

Initial Response
11/03/2010 09:53 AM

Last Updated
11/03/2010 09:41 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Remington 700 Bolt action rifle

Discussion Thread

Customer (1 Yorkiemom48866@aol.com)

11/03/2010 09:41 PM

Dear Sirs:

Thank you for your quick response on this matter.

I would like to have you send me the prepaid lable for shipping and factory inspection. Would it be possible for me to send it back to you in the spring? We leave for Florida for the winter and would not be available to accept the package back until spring. I will not be using the rifle, and haven't since the incident happened.

I do want to have the rifle inspected if this is a problem please let me know.

My address for the

shipping lable is:

4860 N STATE RD M77

GERMFASK, MI 49836

Thank You,

Fred D. Dunn Jr.

-----Original Message-----

From: Remington Information

To: yorkiemom48866

Sent: Wed, Nov 3, 2010 9:53 am

Subject: Remington 700 Bolt action rifle [Incident: 101028-000142]

Response (Christy -)

11/03/2010 09:53 AM

Mr. Dunn, I can send you a prepaid UPS ground shipping label to cover shipment and a free inspection at the factory to determine the cause of the incident you described. I would call you after inspection with the details and resolution.

I will also send you a letter that I would ask you to insert inside the box with the rifle before shipping. Let me know what address you would like on the label as that would be the address the rifle would return to and it will require an adult signature.

I can email or fax the labels and letters if you prefer to speed the process. I'll await your reply.

Sincerely,

Christy Mitchell

Customer (1 Yorkiemom48866@aol.com)

10/28/2010 09:42 PM

Dear Sirs:

I have owned a Remington 700 bolt action rifle which I purchased new in 1967. I still own it today. I read on a CNBC sight that in 2002 you could have had the trigger mechanism replaced so that you did not have to take the safety off to unload the rifle. I was never informed that I could have the trigger mechanism replaced and was unaware that others have had a problem with this. In 1986 I was hunting with some friends and my 15 year old son and while attempting to unload the rifle I flipped the safety off, the rifle discharged with both my hunting partners near by. The gun was pointed at the ground as was my normal safety practice. I did not have my finger anywhere near the trigger. I have not used the rifle since. Until last week I never heard that anyone else was having a problem with this. The Serial Number on the Model 700 Remington is 337399. It still looks like the day I bought it there has been no misuse. In the 1980's I purchased a model 700 Serial Number C6822018 which has never been fired after I purchased it. I am a gun collector and a Hunter. I own several other Remington shotguns and have always been happy with them and considered them top of the line. I am concerned and very unhappy that your company was aware of this problem and chose to ignore it and blame poor maintenance or mishandling instead of correcting the defect. I would like information on how to have the defect in the trigger mechanism repaired by you.

Sincerely,

Mr. Fred D Dunn Jr.

PO Box 416

Curtis, MI 49820

Email Address: Yorkiemom48866@aol.com Yorkiemom48866@aol.com>

Primary Contact

First Name: 1

Last Name: Yorkiemom48866@aol.com

Organization:

Login: yorkiemom48866@aol.com

Title:

Contact Type:

Email: yorkiemom48866@aol.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=jl... 11/4/2010

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <div style="text-align: right;">xx</div>	
DESCRIPTION: <div style="text-align: center;">700</div>			

LABEL INFORMATION

MAIL LABEL TO: Fred D. Dunn, Jr. 4860 N. State Rd M77 Germfask, MI 49836
RETURN ITEM TO: Rem Product Service

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

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1
 SVC GNOCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969055486107
 REF 1:FRED D DUNN, JR/CD/CH
 REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
CV 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 8.74		PUB+HANDLING 8.74	