

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4977

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212111		11/4/2010	12/7/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Grissom	15915 Red Oak Ridge Dr	Littlefalls	MN	56345		H 320-260-5934 E ragrissom@fedex.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole in door of deer stand	Cause:4038	Could Not Duplicate Concern		Unknown
S Fired on safety release	Concern:1007	Fired on Safe Release		
C				

11/4/10 Per email to Remington.com, incid # 10101-000020, "I have these 2 rifles and I know the model seven wsm 300 has gone off when the safety was released. After the 1st time on the range I took the rifle to a gunsmith and he replaced the trigger asy. During deer season the gun went off in the deer stand shooting a hole thru the door. The trigger was not touched. This was the gun that had the trigger asy replaced. I have not shot the 700 ultra mag as I want to know it wont do the same as the wsm model seven. I have 1500.00 plus in these 2 rifles and cant use them."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/300 SAUM	n/a	7769060		8/29/2002 6:45:24 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
		Remington/700/CF/BA				
Per Ilion, replace trigger assm no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	124.72	12/6/2010				

11/4/10 Emailing ARS labels and letter.cm 12/7/10 Per Ilion, replacing TA at no charge as gesture of goodwill. Could not duplicate cocern.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4038	Could Not Duplicate Concern	Altered adjustments

Barrel	Description		
	Date Code		
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		Model 7
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	no measured
	Notch	Like new; Functioning	
Pull	Trigger	Condition	Like new; Functioning
Altered		---Select---	5 lbs
Sub-Assembly		True	
		M/700 Non-Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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frmRepairMain - FSI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00212111 Serial: 7769060 Model: 7 Center Fire Caliber: 300  
 REM SA ULTRA MAG Produced: 08/29/2002 SKU: 24791  
 Status: New 12/1/2010 1:19:27 PM

ADDRESS INFORMATION

Customer: Rick Grissom  
 Name: RICK GRISSOM  
 Address 1: 15915 RED OAK RIDGE DR.  
 Address 2: PO Box  
 City: LITTLE FALLS  
 State: MN Zip Code: 56345 Country: US

Return To: Rick Grissom  
 Name: RICK GRISSOM  
 Address 1: 15915 RED OAK RIDGE DR.  
 Address 2: PO Box  
 City: LITTLE FALLS  
 State: MN Zip Code: 56345 Country: US

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
12/1/2010 1:19:27 PM	New	lpataff	Repair Added		<input type="checkbox"/>	New
12/3/2010 10:...	Expedite	supyfl	From: Check In	To: Repair Bench	<input type="checkbox"/>	12/1/2010 1:19:27 PM

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

Current Status: New  
 12/1/2010 1:19:27 PM  
 lpataff  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 Transfer Number

Repair Search Refresh Close

supply: ILN/Prod frmRepairMain D1:102R7XP1L Friday, Dec 3 2010 10:28 AM

start Microsoft Excel DMS Desktop frmRepairMain - F

Replacing TA at wlc as gesture of goodwill. Could not duplicate concern.

FRED 12/3/10

1.55  
 28.18  
 .49  
 27  
 35.  
 17.50  
 15.  
 124.72

Serial Number: 7769060

Model: 7



RE00212111

BARBER - Kinzer PPS GAL RE 0010849

**BARBER - Kinzer PPS GAL RE 0010850**

**Reference #**  
101101-000020

**Status**  
Updated

**Assigned To**  
Administrators  
Christy -

**Product**  
Accessories

**SLA**  
Not specified

**Queue**  
CSR

---

**Date Created**  
11/01/2010 09:12 AM

**Initial Response**  
11/03/2010 05:16 PM

**Last Updated**  
11/04/2010 09:26 AM

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**Customer SmartSense**  
+1 (on -3 to +3 scale)

**Staff SmartSense**  
0 (on -3 to +3 scale)

**Model 700 300 ultra mag and model seven wsm 300**

**Discussion Thread**

**Customer (Rick Grissom)**  
My email would be fine for sending labels

4977

11/04/2010 09:26 AM

From: Remington Information [mailto:[info@remington.com](mailto:info@remington.com)]  
Sent: Wednesday, November 03, 2010 4:16 PM  
To: [rgrissom@fedex.com](mailto:rgrissom@fedex.com)  
Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Customer (Rick Grissom)**  
Sorry I didn't mean box. I was thinking a label. For the other rifle. Thx again Rick

11/04/2010 09:26 AM

From: Remington Information [mailto:[info@remington.com](mailto:info@remington.com)]  
Sent: Wednesday, November 03, 2010 4:16 PM  
To: [rgrissom@fedex.com](mailto:rgrissom@fedex.com)  
Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Customer (Rick Grissom)**  
Thanks for your response so quickly. The address would be 15915 red oak ridge dr Littlefalls MN 56345  
Would you send 2 boxes as I have the Model seven that is also discharged when the safety is released. Thx for your help Rick

11/04/2010 09:26 AM

From: Remington Information [mailto:[info@remington.com](mailto:info@remington.com)]  
Sent: Wednesday, November 03, 2010 4:16 PM  
To: [rgrissom@fedex.com](mailto:rgrissom@fedex.com)  
Subject: Model 700 300 ultra mag and model seven wsm 300 [Incident: 101101-000020]

**Response (Christy -)**  
Mr. Grissom, I can send you a prepaid UPS ground shipping label to cover shipment and a free inspection at the factory to ensure that your Model 700 Ultra Mag is within factory specifications and test it to be sure there are no safety problems.

11/03/2010 05:16 PM

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 (Rick Grissom)**  
Morning Remington, I have these 2 rifles and I know the model seven wsm 300 has gone off when the safety was released. After the 1st time on the range I took the rifle to a gunsmith and he replaced the trigger asy. During deer season the gun went off in the deer stand shooting a hole thru the door. The trigger was not touched. This was the gun that had the trigger asy replaced. I have not shot the 700 ultra mag as I want to know it wont do the same as the wsm model seven. I have 1500.00 plus in these 2 rifles and cant use them. What can you do for me????? Rick Grissom 1 320 260 5934

11/01/2010 09:12 AM

**Primary Contact**

**First Name:** Rick  
**Last Name:** Grissom  
**Organization:**  
**Login:** [rgrissom@fedex.com](mailto:rgrissom@fedex.com)  
**Title:**  
**Contact Type:**  
**Email:** [rgrissom@fedex.com](mailto:rgrissom@fedex.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**

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p\\_sid=jl...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=jl...) 11/4/2010





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:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA      Email to him at: COORDINATOR <a href="mailto:ragrissom@fedex.com">ragrissom@fedex.com</a> TO MAIL		I WILL MAIL	
DESCRIPTION:  Model 700 & Model 7			

4XX596      NOV 5, 2010      ALL CURR USD      1 OF 2  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969067319851  
 REF 1: RICK GRISSOM/CD/CM  
 REF 2: 700

LABEL IN

MAIL LABEL TO:	Rick Grissom Email to him at: <a href="mailto:ragrissom@fedex.com">ragrissom@fedex.com</a>  15915 Red Oak Ridge Dr Littlefalls, MN 56345
RETURN ITEM TO:	Rem Product Service

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRG:      SVC T/P USD  
 DV 0.00      COD 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 9.24      PUB+HANDLING 9.24

4XX596      NOV 5, 2010      ALL CURR USD      2 OF 2  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969067207619  
 REF 1: RICK GRISSOM/CD/CM  
 REF 2: MODEL 7

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRG:      SVC T/P USD  
 DV 0.00      COD 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 9.24      PUB+HANDLING 9.24

[ragrissom@fedex.com](mailto:ragrissom@fedex.com)

7769060

**Rick Grissom**

**From:** Mitchell, Christy [Christy.Mitchell@remington.com]  
**Sent:** Wednesday, November 17, 2010 8:44 AM  
**To:** Rick Grissom  
**Subject:** RE: Grissom, Rick.cm.doc  
**Attachments:** Grissom, Rick.cm.doc

Sorry Rick! If it doesn't come through, print this email instead and put it inside with the rifles.

Case # 4855

Model 7 and 700

Contact Christy Mitchell after inspection

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

670 Fenington Dr.

Madison NC 27015-0700

Phone: 336.548.8684

Fax: 336.546.7972 or 336.548.7784

**Freedom Group Family of Companies**

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,  
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced Armament  
Corp., Barnes Bullets, INTC

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**From:** Rick Grissom [mailto:rgrissom@fedex.com]  
**Sent:** Wednesday, November 17, 2010 9:37 AM  
**To:** Mitchell, Christy  
**Subject:** RE: Grissom, Rick.cm.doc

Morning Christy, there was no letter attached to this email. Thx Rick

**From:** Mitchell, Christy [mailto:Christy.Mitchell@remington.com]  
**Sent:** Friday, November 05, 2010 4:25 PM  
**To:** rgrissom@fedex.com  
**Subject:** RE: Grissom, Rick.cm.doc

Mr. Grissom, let me know if you receive this. I'll check on the UPS email and get back with you Monday.  
Christy Mitchell

11/17/2010