

Remington Arms Co., Inc.

Product Service

Legal Case #:5473

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/20/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Grove	3011 Chatooga Way	Bonaire	GA	31005		E.j.chris.grove@gmail.com

## Incident Information

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

12/20/10 Per email sent to Remington.com, incid # 101214-000054, "I have a Remington Model 700 that has twice discharged without trigger input while moving the safety lever to "fire" to unload the weapon. I would like to know if you have had complaints of this nature previously and whether any corrective action is available. I have researched this on line and find several postings that indicate a systemic problem with the pre-1982 Model 700 bolts/trigger mechanism."cm

## Firearm Information

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

12/20/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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<b>Reference #</b>
101214-000054
<b>Status</b>
Unresolved
<b>Assigned To</b>
Administrators
Christy -
<b>Product</b>
History
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
12/14/2010 12:27 PM
<b>Initial Response</b>
None
<b>Last Updated</b>
12/15/2010 04:10 PM
<b>Customer SmartSense</b>
0 (on -3 to +3 scale)
<b>Staff SmartSense</b>
0 (on -3 to +3 scale)

**Model 700****Discussion Thread****Customer (Chris Grove)**

12/14/2010 12:27 PM

Sir/Ma'am,  
I have a Remington Model 700 that has twice discharged without trigger input while moving the safety lever to "fire" to unload the weapon. I would like to know if you have had complaints of this nature previously and whether any corrective action is available.  
I have researched this on line and find several postings that indicate a systemic problem with the pre-1982 Model 700 bolts/trigger mechanism. I don't believe everything I read on the Internet, but there is enough there to incite concern. Please advise.  
Thank you.

James C. Grove  
3011 Chatooga Way  
Bonaire, Ga 31005

**Primary Contact**

**First Name:** Chris  
**Last Name:** Grove  
**Organization:**

**Login:** j.chris.grove@gmail.com

**Title:**

**Contact Type:**

**Email:** j.chris.grove@gmail.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**

5473

# Remington.

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		xx  I WILL MAIL	
DESCRIPTION:  700			

## LABEL INFORMATION

MAIL LABEL TO:	James C. Grove 3011 Chatooga Way Bonaire, Ga 31005
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969067693602  
 REF 1: JAMES C GROVE/CD/CM  
 REF 2: 700

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