				t Service ase #:5473							
Case Inform	nation										
RE# I	Date Opened	Date Opened( 12/20/2010		e Closed	Incide	nt Date	e	Pre Lit	Lit	O	osolet
Customer la	nformation										
Type B	usiness First Name	e Last Name	Street	City	State	Zip	Age		Cont	tact	
Incident	Chris	Grove	3011 Chatooga	Way Bonair	e GA	31005		E j.chris.	grove	@gn	nail.co
Incident Inf	formation										
	Claims		Codes		Repair	Est.		ledical eatment			dical atus
PI											
PD		Cause:4079	9 Other - Une	xamined							
	ed when removing	Concern: 1007 Fired on Safe Release			Unknown						
safety											
C 12/20/10 Pe discharged have had co	er email sent to Rem without trigger inpu omplaints of this nati veral postings that in	t while moving ure previously	the safety lever and whether any	to "fire" to ur corrective act	load th	e weapo vailable	on. I v e. I ha	vould like	to kr ched t	iow i his o	n line
C 12/20/10 Ped discharged have had co and find sev	without trigger inpu omplaints of this nativeral postings that in	t while moving ure previously	the safety lever and whether any	to "fire" to ur corrective act	load th	e weapo vailable	on. I v e. I ha	vould like	to kr ched t	iow i his o	n line
C 12/20/10 Pe discharged have had co and find sev Firearm Inf	without trigger inpu omplaints of this nativeral postings that in	t while moving ure previously	the safety leven and whether any nic problem with	to "fire" to ur corrective act	iload the tion is a Model	e weapo vailable	on. I v e. I ha	vould like	to kr ched t anism	iow i his o	n line
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Examination[Remington/CF/BA]

12

PrintBARBER - Kinzer PPS GAL RE 0010854

Part	Sub-Part	Code	Comment

Page 1 of 1

## Incident RBER 1 Kinzer Pps CAEL RE 0010855

SLA Not specified Queue CSR

Date Created 12/14/2010 12:27 PM Initial Response None

Last Updated 12/15/2010 04:10 PM

#### Customer SmartSense

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

### Model 700

Discussion Thread Customer (Chris Grove) 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

#### 12/14/2010 12:27 PM

5473

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\_print.php?p\_sid=... 12/20/2010

Remington.

www.remington.com

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

# ARS LABEL REQUEST FORM

DATE:	12/20/2010 RI	EQUESTED BY:	christy
QUANTITY:	1 W	EIGHT PER PACKAGE:	10
PLIEASE CHEOKONE:			
MEDIA			xx
COORDINATOR			
TO MAIL	I V	NILL 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 PARTIS OF THIS FORM AND SEND TO THE MEDIA (COORDINATIOR)

4XX596 DEC 21, 2 SVC GNDCOM TRACKING# 1Z4XX596905 REF 1:JAMES C GROVE/CI REF 2:700	769360	ALL CURR 10.0 LBS 2	USD	1 OF 1
HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE DV 0.00	ngD	5: 0.00 0.00 0.00 PUB+HANDLI	RS SD SP	T/P USD 0.50 0.00 0.00 8.78