

Remington Arms Co., Inc.
Product Service
Legal Case #:4858

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/26/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brian	Mullins	933 Swan Pond Rd	Harriman	TN	37748		C 865-755-2015 E bmullins929@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

10/26/10: Customer replied to my email inquiry for more info. His original email is Ref# 101020-000175. He stated in his reply that the rifle discharged when the bolt closed. He will send it in for repair but the rifle must be returned to him because it is a family/sentimental heirloom. It was a gift from his father. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6491694		
Date Purchased	Where Purchased	Accessories	Original Owner			
	Gift from father		N			

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				

10/26/10: Sending ARS, letter, form & box. Box order# 1152468. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

4850

Fulcher, Dell Marie

Box address 1152468

From: daniel.cox@remington.com
Sent: Tuesday, October 26, 2010 10:19 AM
To: Fulcher, Dell Marie
Subject: FWD: Mdl 700

The following incident has been forwarded to you by:
Daniel - (daniel.cox@remington.com)

Sender's Comment

dell his e--mail is: bmullins929@comcast.net

see if the rest of the info comes through and let me know, Reference #101020-000175

Summary: Mdl 700
Rule State: End Progress
Product Level 1: Firearms
Product Level 2: Centerfire Rifles
Date Created: 10/20/2010 11:03 PM
Last Updated: 10/21/2010 04:43 PM
Status: Researching
Assigned: Daniel -
Model Number:
Serial Number:

Discussion Thread

Customer (Brian Mullins) - 10/20/2010 11:03 PM I have a Mdl 700 3006 that fires when you take the safety off. What can I do to make the rifle safe? It does it ever time you try to use it.

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Tuesday, October 26, 2010 11:40 AM
To: 'bmullins929@comcast.net'
Subject: Brian Mullins - email inquiry - Ref# 101020-000175

Importance: High

Dear Mr. Mullins,

I received an email this morning from our Consumer Services Department stating that you experienced an incident with your Model 700. I would like the rifle to come into our Product Services Department at our factory for examination and reporting. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. I would like to send you a pre-paid shipping label for UPS and a box to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies

Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota Arms

Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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Fulcher, Dell Marie

From: postmaster@remington.com
To: bnullins929@comcast.net
Sent: Tuesday, October 26, 2010 11:40 AM
Subject: Relayed: Brian Mullins - email inquiry - Ref# 101020-000175

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

bnullins929@comcast.net

Subject: Brian Mullins - email inquiry - Ref# 101020-000175

Fulcher, Dell Marie

From: Brian Mullins [bmullins929@comcast.net]
To: Fulcher, Dell Marie
Sent: Tuesday, October 26, 2010 1:25 PM
Subject: Read: Brian Mullins - email inquiry - Ref# 101020-000175

Your message was read on Tuesday, October 26, 2010 1:25:01 PM (GMT-05:00) Eastern Time (US & Canada).

Fulcher, Dell Marie

From: Brian Mullins [bmullins929@comcast.net]
Sent: Tuesday, October 26, 2010 1:42 PM
To: Fulcher, Dell Marie
Subject: Re: Brian Mullins - email inquiry - Ref# 101020-000175

I am in receipt of your e-mail today. I would be happy to submit my rifle for testing. I would like to have some type of guarantee that I will receive this rifle back after testing and or repairs, and not a new or replacement rifle. I received this rifle as a gift from my Father in 1976 and its the only thing I have ever received from him in my entire life. This rifle also holds a special place in my personal collection of rifles as it was used to harvest my first deer as a young man.

The Serial # is A6491694. It is a Mdl 700 BDL and is a 30-06 Caliber. The Rifle was purchase sometime around 1976 at Gables Sporting Goods in Douglasville Georgia.

My contact information is:

Brian Mullins, 933 Swan Pond Road Harriman, TN. 37748. My Cell# is 865-755-2015

I had two friends with me when the rifle discharged as I closed the bolt after I chambered a live round. They can be reached for comment if need be.

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

From: Fulcher, Dell Marie
To: bmullins929@comcast.net
Sent: Tuesday, October 26, 2010 11:39 AM
Subject: Brian Mullins - email inquiry - Ref# 101020-000175

Dear Mr. Mullins,

I received an email this morning from our Consumer Services Department stating that you experienced an incident with your Model 700. I would like the rifle to come into our Product Services Department at our factory for examination and reporting. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. I would like to send you a pre-paid shipping label for UPS and a box to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,

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No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 9.0.862 / Virus Database: 271.1.1/3218 - Release Date: 10/25/10 02:34:00

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/26/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 4858 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Brian Mullins 933 Swan Pond Rd Harriman, TN 37748 Ph: 865-755-2015
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067767283
 REF 1: BRIAN MULLINS/CD/DMF
 REF 2: 4858/RIFLE

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