

Remington Arms Co., Inc.
Product Service
Legal Case #:5262

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/1/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michele	Organ	20922 Peoria Loop Rd	Raymond	OH	43067		H 937-246-8005 E wvgirl716@gmail.com

Incident Information

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

12/1/10: Customer sent in email. She stated that back in the 1990's she had the gun fire when she took it off safe to unload it. No damage, No injury. She saw the CNBC show & wants to know what we are going to do to make things right with the consumer. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl. DOM
Remington	CF/BA	700/3006 SPRG	25634	B6754819	
Date Purchased	Where Purchased	Accessories	Original Owner		
	WEST TEXAS WHLSE SUP CO79601		U		

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash	Reim. Date	Cash Date
				Settlement	APV	APV
	Repair/Replacement Cost	Repair/Replacement Date				

12/1/10: I will email ltr & form to cust. I will ask media coord. to email ARS to cust. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101106-000018
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
Centerfire Rifles
SLA
Not specified
Queue
CSR
Date Created
11/06/2010 09:23 AM
Initial Response
11/18/2010 09:17 AM
Last Updated
11/29/2010 08:12 PM
Customer SmartSense
-1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

My 700 series 30-.06 bolt action

Discussion Thread

Customer (Michele Organ)

11/29/2010 08:12 PM

Dell,
Sorry I took a while to get back to you. I just had knee replacement surgery two weeks ago, and I'm just now getting back to my email. My s/n is B6754819, and this is a 30/06 bolt action rifle. My address is:

Michele Organ
20922 Peoria Loop Road
Raymond, OH 43067
(937) 246-8005

I use this rifle when I deer hunt in West Virginia. My expectations are to be assured that I have a proper working rifle. I have invested a lot of money in this gun and have all intentions of keeping it. I just don't want to accidentally kill anyone when unloading. It was a scary event when it misfired two days in a row when unloading, in front of friends and family. I have a hard enough time being credible as a female hunter, and to have the gun fire unexpectedly, makes a hunter look bad. I just want peace of mind. Thank you.

On Thu, Nov 18, 2010 at 9:17 AM, Remington Information info@remington.com wrote:

Response (Dell -)

11/18/2010 09:17 AM

Dear Michele,
If you are in the U.S., We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS 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

Customer (Michele Organ)

11/06/2010 09:23 AM

Now that I saw the CNBC investigation report last night, what are you going to do as a company to make things right with your consumers? I had experienced the same misfires when unloading my rifle in the mid ninetys. After a morning hunt, surrounded by family and friends, I unloaded with the safety off. It fired. Luckily, I had it braced on my thigh and pointed to the sky. Not cool. This happened two days in a row, and needless to say, my deer season for that year was abruptly over. Since I haven't trusted this rifle since then, I am more than willing to trade it in on a Remington model that works. Any suggestions??

Primary Contact

First Name: Michele
Last Name: Organ
Organization:

Login: wvgirl716
Title:

Contact Type:

Email: wvgirl716@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

5266

Remingt

12/1/10

Emailed to cust.

December 1, 2010

Michele Organ
20922 Peoria Loop Rd.
Raymond, OH 43067
Ph: 937-246-8005
Email: wvgirl716@gmail.com

Ref: # 5262

Dear Michele,

You will receive a pre-paid shipping label in a separate email. Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

[COPY]

December 1, 2010

Michele Organ
20922 Peoria Loop Rd.
Raymond, OH 43067
Ph: 937-246-8005
Email: wvgirl716@gmail.com

Ref: # 5262

Dear Michele,

You will receive a pre-paid shipping label in a separate email. Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

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enclosure

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Phone 800-243-9700 • www.remington.com

[Print](#)

[Reset](#)

Model		Serial	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input style="width: 80%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 40%;" type="text"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 40%;" type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 40%;" type="text"/>
Brand of lubricant used: <input style="width: 80%;" type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 40%;" type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 40%;" type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 40%;" type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input style="width: 80%;" type="text"/>
What were the services performed?) <input style="width: 80%;" type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
RELEASE CHECK ONE			
MEDIA COORDINATOR XXXXXX TO MAIL		I WILL MAIL	
DESCRIPTION: Ref # 5262 rifle			

4XX596 DEC 2, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066636578
REF 1:MICHELE ORGAN/CD/DMF
REF 2:5262/RIFLE

LABEL INF

HANDLING CHARGE 0.00	SVC	T/P USD
SINGLE-PIECE PUB RATE	CHRG:	
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 8.70	PUB+HANDLING	8.70

MAIL LABEL TO: Michele Organ
20922 Peoria Loop Rd.
Raymond, OH 43067
Ph: 937-246-8005
Email: wvgirl716@gmail.com

Email ARS to customer

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM

wvgirl716@gmail.com