

Remington Arms Co., Inc.
Product Service
Legal Case #:5312

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/6/2010					

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Marty	Powers	203 White Oak Dr.	McMinnville	TN	37110		H 931-212-5386 E mudcatssoftball@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in truck	Cause:4079 Other - Unexamined			
S	Unexplained Discharge - No Mention of		Unknown	
C	Concern:1025 Safety Position			
Unexplained discharge				

Customer sent in an email. He stated that he was unloading his Model 700 next to his truck & the rifle went off & shot a hole in his truck. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	20000			
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				

12/6/10: I will email ltr & form. I will have media coord. email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101127-000051
Status
Unresolved
Assigned To
Administrators
Dell -
Product
Ammunition
SLA
Not specified
Queue
CSR
Date Created
11/27/2010 11:56 AM
Initial Response
None
Last Updated
12/02/2010 02:56 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.

Discussion Thread

Customer (Marty Powers)

11/27/2010 11:56 AM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Marty

Last Name: Powers

Email: mudcatssoftball@yahoo.com

Address 1: 203 white oak dr.

Address 2:

Telephone: 931-212-5386

City: McMinnville

State: Tenn

Zip Code: 37110

Country:

Comments:

I was unloading my model 700 standing by my truck and the gun went off shooting a hole in my truck. I need to know how to get the gun fixed before someone get hurt. thanks Marty Powers

Primary Contact

First Name: Marty

Last Name: Powers

Organization:

Login: BRnWJXkzpdw18

Title:

Contact Type:

Email: mudcatssoftball@yahoo.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

5312

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 12/6/2010

Remington®

Emailed to Cust.

December 6, 2010

Marty Powers
203 White Oak Dr.
McMinnville, TN 37110
Ph: 931-212-5386
Email: mudcattssoftball@yahoo.com

Ref: # 5312

Dear Mr. Powers,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. 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 6, 2010

Marty Powers
203 White Oak Dr.
McMinnville, TN 37110
Ph: 931-212-5386
Email: mudcattssoftball@yahoo.com

Ref: # 5312

Dear Mr. Powers,

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enclosure

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

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"/>
(Daytime) Phone: <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 type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input 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 type="text"/>
What were the services performed? <input type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><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.</p> <p style="text-align: center;">:: 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</p>

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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: mudcatssoftball@yahoo.com
Sent: Monday, December 06, 2010 12:17 PM
Subject: Relayed: Marty Powers - Ref# 5312

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

mudcatssoftball@yahoo.com

Subject: Marty Powers - Ref# 5312

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR XXXXXX		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref # 5312 rifle			

LABEL INFORMATION

MAIL LABEL TO: Marty Powers 203 White Oak Dr. McMinnville, TN 37110 Ph: 931-212-5386 Email: mudcattssoftball@yahoo.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

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

4XX596 DEC 6, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969066938573
 REF 1:MARTY POWERS/CD/DMF
 REF 2:5312/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 1.00
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 9.24 PUB+HANDLING 9.24

mudcattssoftball@yahoo.com