

Remington Arms Co., Inc.
Product Service
Legal Case #:4913

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210070	11/11/2010	11/1/2010	11/22/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tracy	Rivera	109 Spruce St.	Juneau	AK	99801		H 907-723-7914 E tracyrivera0@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. He stated that he loaded the gun & took the safety off and the gun fired. No damage. No injury. He wants a refund. Not comfortable w/gun any longer. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/338 WIN MA	29696	S6234154	KN	5/12/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
7/1/2004	GRACE INC * V F		Y			

CONCERN:FSR

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 @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$154.94	11/22/2010				

11/1/10: Emailed letter & form. We do not have pre-paid shipping label for Alaska per Cathy D. df 11/16/10: Per Ilion - Could not duplicate concern. Firing pin, Bolt Stop, TA were dirty & rusty. Debris around extractor, on sear and in action. df 11/16/10: I submitted G-408 for shipping refund. I called cust. & he disputed our findings. I offered to replace TA @ n/c as goodwill gesture. He accepted. df 11/22/10: Got parts listing. File closed. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/12/2010
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 338 WIN MAG SS
	Date Code		KN
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	RUSTY
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	RUSTY
	Stop	Slightly Worn; Functioning	RUSTY
Extractor	Condition	Slightly Worn; Functioning	DEBRIS AROUND EXT
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	DIRTY,RUSTY,DEBRIS IN ACTION
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.018
	Notch	Slightly Worn; Functioning	DEBRIS ON SEAR
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington Arms Company, Inc.

Madison, NC 27025

COPY

Purchase Order No.
 Dell Marie Fulcher
 Name of Person Originating APV
 Product Service Ext 8686
 Location/Extension of Originator
 11/16/2010
 Date Prepared

Seller's Invoice No. _____ Date _____

Pay To: **Tracy Rivera**Street and No. **109 Spruce St.**City **Juneau** State **AK** Zip Code **99801**

% Days; Net Days or
 Desired Pay Date

Vendor Code **106248**
 Pmt Method

Description	Total	
	Dollars	Cents
Refer for credit of shipping per Dell Fulcher Repair# 210070	37	35
Ref# 99801RiveraTrac Case# 4913		
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		
Distribution		
230145-8850050 37.35 Cost Element/Cost Center		
Tax 37.35		
The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.		
Signed:		
Signed:		
Date: 11/16/2010		
Gross	37	35
Discount		
Net	37	35

For Treasury Use Only	
Date Paid	
Reference No.	
Bank Acct	
USD Amt	
(If in Foreign Currency)	

Fax # 336-548-7872
To: Dell Fulcher
From: Tracy Rivera
Juneau, AK

Ref # 4913

Shipping Cost (Receipt) Attached

FEDERAL BUILDING STATION

JUNEAU, Alaska

998011807

0203150800-0098

11/02/2010 (800)275-8777 11:00:10 AM

Sales Receipt

Product Description	Sale Unit Qty Price	Final Price
---------------------	---------------------	-------------

ILION NY 13357 \$27.95

Zone-8 Priority Mail

8 lb. 10.0 oz.

Expected Delivery: Fri 11/05/10

Delivery Confirmation \$0.70

Label #: 03082040000035680490

Insurance \$8.70

Insurance Amount : \$650.00

Label #: VA653880696US

Issue PVI: \$37.35

Total: \$37.35

Paid by:

VISA

Account #: XXXXXXXXXX4720

Approval #: 00508C

Transaction #: 681

23902820224

\$37.35

Order stamps at USPS.com/shop or call 1-800-Stamp24. Go to USPS.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS.

Get your mail when and where you want it with a secure Post Office Box. Sign up for a box online at usps.com/poboxes.

Bill#:1000201108619

Clerk:02

All sales final on stamps and postage

Refunds for guaranteed services only.

Thank you for your business

HELP US SERVE YOU BETTER

Go to:

<https://postalexperience.com/Pos>

TELL US ABOUT YOUR RECENT
POSTAL EXPERIENCE

OUR OPINION COUNTS

CUSTOMER US

[COPY]

frmRepairMan - Repair Inquiry

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

frmREInquiry - Repair Inquiry

Repair Number: **RE00210070** Serial: S6234154 Model: 700 Center Fire Caliber: 330
WIN MAG Produced: 05/12/1993 SKU: 25636 Repairman: _____
Verify Repair: _____ Status: **Parked 11/12/2010 8:29:18 AM**

ADDRESS INFORMATION

Customer: _____ G. Received from: _____ Return To: _____ Received from: _____
Name: **TRACY RIVERA** Address 1: **109 SPRUCE STREET** Address 2: _____ PO Box: _____
City: **JUNEAU** State: **AK** Zip Code: **99801** Country: **US**

Current Status: **Parked**
11/12/2010 8:29:18 AM
Travisbw
Product Services
Repair Location
ILN
Current Location
ILN
Transfer Number

Date	Code	User ID	Desc1	Desc2	Status
11/11/2010 1:...	New	VALENTDS	Repair Added		
11/11/2010 1:...	Update	VALENTDS	Repair information change		
11/12/2010 8:...	Maint	Travisbw	Repair Maintenance	Status: E stn	
11/12/2010 8:...	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for dispo	

Repair Search Refresh Close

supply - ILN/Prod frmRepairMan 01102R7XPL Thursday, Nov 11 2010 8:17 AM

start CHS Desktop frmRepairMan - F... D:\G... Global Bar... C:\Program Files\Microsoft...

RECEIVED
NOV 15 2010
BY:.....

Remington®

4913

2411
KDS/9:
5.5#
018

October 29, 2010

Tracy Rivera
109 Spruce St.
Juneau, AK 99801
Ph: 907-723-7914

Ref: # 4913

Dear Tracy,

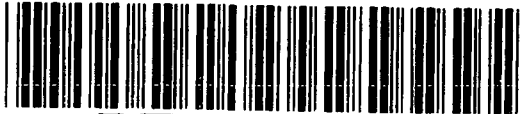
We do not have a pre-paid shipping label for Alaska. Please include a copy of this letter & our form to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the boxes with the name "Supry". Mr. Supry 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

S6234154

Model: 700



RE00210070

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

Model Number: 700		Serial Number: SG234154	
Name: TRACY RIVERA		Date of Purchase: 07/04	
Address (no PO Boxes): 109 SPRUCE STREET			
City: JUNEAU	State: AK	Zip: 99801	
Phone (Daytime): 907-723-7914		Fax:	
E-mail Address: tracyrivera@gmail.com			
Please describe your problem: <p>THE GUN Fired when The Safety was Pushed forward to off. <u>Nothing</u> was touching the trigger. This Happened Twice. I was at The shooting range, GUN loaded & it fired down range. lucky For me! I will <u>NEVER</u> shoot this GUN AGAIN! Please Replace it!</p>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.</p>			
Print		Reset	



Tracy Rivera <tracyrivera0@gmail.com>

remington

1 message

Tracy Rivera <tracyrivera0@gmail.com>
To: Tracy Rivera <tracyrivera0@gmail.com>

Mon, Nov 1, 2010 at 3:22 PM

November 1, 2010

Dear Remington,

This gun fired when I pushed the safety to the off position. I was at the target range, the gun was loaded and pointed down range, as I pushed the safety forward the gun fired. There was nothing touching the trigger. I reloaded the gun and it happened again.

I DO NOT feel safe using this gun again. Please replace it or give me my money back!

Sincerely,

A handwritten signature in black ink, appearing to be 'Tracy Rivera'.

Tracy Rivera

907-723-7914

<https://mail.google.com/mail/?ui=2&ik=41d83a5a4a&view=pt&search=inbox&th=12c09b...> 11/1/2010

4913

Reference #
101024-000125
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/24/2010 08:57 PM
Initial Response
10/28/2010 10:40 AM
Last Updated
10/28/2010 04:26 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

model 700 firing with safety ON

Discussion Thread

Customer (Tracy Rivera)

10/28/2010 04:26 PM

Dear Dell,
the serial number is: S6234154
my s
On Thu, Oct 28, 2010 at 6:40 AM, Remington Information info@remington.com wrote:

Customer (Tracy Rivera)

10/28/2010 04:26 PM

On Thu, Oct 28, 2010 at 7:37 AM, Tracy Rivera tracyrivera0@gmail.com wrote:
Dear Dell,
the serial number is: S6234154
my shipping address is:
Tracy Rivera
109 Spruce Street
Juneau, AK 99801
Sincerely,
Tracy

On Thu, Oct 28, 2010 at 6:40 AM, Remington Information info@remington.com wrote:

Customer (Tracy Rivera)

10/28/2010 11:41 AM

Dear Dell,
the serial number is: S6234154
my shipping address is:
Tracy Rivera
109 Spruce Street
Juneau, AK 99801
Sincerely,
Tracy
On Thu, Oct 28, 2010 at 6:40 AM, Remington Information info@remington.com wrote:

Response (Dell -)

10/28/2010 10:40 AM

Dear Tracy,
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, and your mailing address. 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

Note (Daniel -)

10/26/2010 11:24 AM

fwd to dell

Customer (Tracy Rivera)

10/24/2010 08:57 PM

Dear Remington

I have a stainless Model 700 .338. While shooting at the target range, I loaded the gun, chambered a round, then took the safety off. As soon as I took the safety off, the gun fired. Lucky for me it was pointed down range. I chambered another round, pushed the safety to off and the gun fired AGAIN. I then unloaded the gun and tried this without ammo in the gun. This did not happen again. I am not comfortable owning this gun any longer. Could I ship it back Remington for a refund?

Sincerely,
Tracy Rivera
phone: 907-723-7914

Primary Contact

First Name: Tracy
Last Name: Rivera
Organization:
Login: tracyrivera0@gmail.com
Title:
Contact Type:
Email: tracyrivera0@gmail.com
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_... 10/29/2010

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Model_Number: 700



October 29, 2010

Tracy Rivera
109 Spruce St.
Juneau, AK 99801
Ph: 907-723-7914

Ref: # 4913

Dear Tracy,

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

df
enclosure

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

COPY

October 29, 2010

Tracy Rivera
109 Spruce St.
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df
enclosure

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

Model Number:		Serial Number:	
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address:			
Please describe your problem:			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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.			
:: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

Fulcher, Dell Marie

From: postmaster@remington.com
To: tracyrivera0@gmail.com
Sent: Monday, November 01, 2010 9:49 AM
Subject: Relayed: Message relayed (tracyrivera0@gmail.com)

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

tracyrivera0@gmail.com

Subject:



