

BARBER - Kinzer PPS GAL RE 0013661

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4900

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209717	11/8/2010	10/29/2010	11/12/2010	9/3/09			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Otis William	Mongol	PO Box 574	Broadway	VA	22815		H 540-896-2393

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot his tv	Cause:4038	Could Not Duplicate Concern		
S fired when bolt closed	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

10/29/10 Per call from Mongol, his 700 that he bought in 2009 misfired in the house shooting his tv. Rickingham Cooperative in Timberville, VA has the rifle. Mongol said they could ship it to us and that he did not want it back. I faxed an ARS to Ben at Rock Coop and he will ship to us for inspect. Ben said that Mongol told him he was loading it from the top and it fired when he closed the bolt. Mongol has a receipt for the Toshiba tv that he will mail to me for \$499.99.cm 11/11/10 Spoke with Mongol, incident date was 9/3/09, he says he was unloading from inside the house. Trying to remove the round from the chamber so he was working the bolt back and forth to extract when it fired pushing the bolt closed. He no longer has the tv or pictures of the damage.cm

*Called us after CNBC program  
did not contact us last yr. when  
this happened*

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250	84216	G6805477	EC	10/13/2008 8:53:52 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC	TWO PIECE SCOPE BASE	Y			

CONCERN:FBC

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
Return as received						

## Repair/Replacement Cost Repair/Replacement Date

10/29/10 Faxed ARS and letter to Ben at Rockingham Cooperative for shipment of the rifle to the factory for inspect.cm 11/12/10 Spoke with D. Evans and as there is nothing out of spec, we could not duplicate and there is no evidence of Remington being liable, we are not responsible for the tv or wall damage. Called Mongol and he said to return the rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		26" 22-250 REM HB
	Date Code		EC
	Bore Plugged	False	

BARBER - Kinzer PPS GAL RE 0013662		False	
Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00209717
Serial: G6805477 Model 700 Center Fire Caliber 22  
250 REM Produced: 10/13/2008 SKU: 84216

Repaman:
Status: Parked 11/9/2010 8:42:14 AM

Verify Repair

ADDRESS INFORMATION

Customer
Received from
Return To
Received from

Name: ROCKINGHAM COOPERATIVE
Address 1: 368 5TH AVENUE
Address 2:
City: TIMBERVILLE
State: VA Zip Code: 22653 Country: US

Name: ROCKINGHAM COOPERATIVE
Address 1: 368 5TH AVENUE
Address 2:
City: TIMBERVILLE
State: VA Zip Code: 22653 Country: US

FRL:

Contact / Condition
Problems
Estimate
History / Status
Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/8/2010 11:...	New	topetall	Repair Added	
11/9/2010 8:4...	Maint	Travisbw	Repair Maintenance	Status: Estim
11/9/2010 8:4...	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for disp

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return as Received
☐ Has Been Approved
☐ Internal Repair
☐ Exclude TATC

Current Status
Parked
11/9/2010 8:42:14 AM
Travisbw
Product Services
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search
Refresh
Close

supryfl: ILN/Prod
frmRepairMain
D1102R7XPIL
Tuesday, Nov 9 2010
11:57 AM

start
DMS - Desktop
frmRepairMain - F...
Ircos - Micro...

RECEIVED  
NOV 10 2010  
BY:.....

BARBER - Kinzer PPS GAL RE 0013664

# Remington®

4900 X

26"  
EC 10/c  
5th  
010

October 29, 2010

Rockingham Cooperative  
Attn: Ben  
368 5<sup>th</sup> Ave.  
Timberville, VA 22853

Subject: #4900, Model 700, serial # G6805477

Dear Ben,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of Mr. Mongol's Model 700 to our factory. Please include a copy of the attached letter inside the box with the firearm. **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.** Please mark the ends of the box with "Supry".

Thank you for your assistance with this matter.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
christy.mitchell@remington.com

Serial Number:  
G6805477

Model: 700



RE00209717

11/11/10 He doesn't have the  
t.v. or pictures of the t.v.  
Incident Date: Sept 3, 2009  
He was unloading inside house.  
Pushing bolt closed & went  
off.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

BARBER - Kinzer PPS GAL RE 0013664

PS 15552

# Remington.

## FACSIMILE TRANSMITTAL SHEET

To: Ben-Sporting Goods Date: 10/29/10  
Company: Rock. Coop From: Christy Mitchell  
Fax No.: 540-896-7018 Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:

This gun was bought by Otis Mongold.
He said gun went off when he closed the Bolt.
He does not want another Remington gun.
Thank Ben Chandler
540-896-7017

#### PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

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Phone 336-548-8700 • [www.remington.com](http://www.remington.com)

# CRUTCHFIELD

Page 1 of 1

Oct 29 2010 11:27AM

1 Crutchfield Park

Charlottesville, Virginia 22911-9097

CID: 629041

Sold  
toWAYNE MONGOLD  
PO BOX 574  
BROADWAY, VA 22815B:(540)896-2393  
D:Ship  
toWAYNE MONGOLD  
PO BOX 574  
BROADWAY, VA 22815

S:(540)896-2393

Requested by: HBGREG1

Order Number	Invoice Number	Order date	Ship Date	Shipping method	Taken By:
13305390	15975776	Aug 20 2007	Retail/12	Retail/12	990

Quantity ordered	Quantity backordered	Quantity shipped	Item Number	Description	Unit Price	Amount
1	0	1	05220HL67	TOSHIBA 20HL67	\$499.99	\$499.99
1	0	1	051VM3	SANUS VM3 SILVER	\$64.99	\$64.99
1	0	1	209TV3	TERK TV-3	\$39.99	\$39.99

*Handwritten:*  
499.99 + VA Tax 5.00  
25.00  
\$524.99 total

## Invoice Summary

Merchandise Total: \$604.97  
VA State Sales Tax: \$30.25  
Standard Shipping: \$0.00  
Extra Shipping: \$0.00  
Freight Shipping: \$0.00  
Order Total: \$635.22

Shipped Total

\$635.22

## Payments

VISA()

\$635.22

*Att: Christy Mitchell*

This is regarding the conversation I had with you about the damage from the

We want a refund for the rifle, the TV, and this does not include the hole damage that was made to the wall behind the

BARBER-Kinzer PPS GAL RE 0813666

PS 15554

700 Log Sheet - 2010 CNBC Story1/29 Left Lima  
message to callDate: 10/29/10 CSR: CM

#4900

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:☐ Angry at Remington ☐ Supportive of Remington☐ Angry at CNBC for airing ☐ Supportive of CNBCNature/Purpose of Call:☐ Calling to offer support (pro-Remington)☐ Inquisitive about Remington position☐ Calling to provide broadcast feedbackCustomer Owns a Model 700:☐ General concern of safety with personal model 700☐ seeking company feedback regarding direction/use of personal Model 700☐ claims they experienced a "safety" related issue with their personal Model 700☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Otis Wm. MongolAddress: PO Box 574Broadway, VA 22815Phone: 540-896-2393Serial #: G-6805477

\*\*\*Send an ARS label\*\*\*

Comments: PerRockingham Cooperative in Timberville VA has rifleHe approved shipment to our factory for inspection.  
He does not want it back.

Remington

Confidential

BARBER - Kinzer PPS GAL RE 0013667

loading  
from topbought  
2009  
Fired when  
closed bolt700 SPS Var. 32-350  
has misfired shot through  
tv. \$499.99 Toshiba  
costing540-896-7017  
Sports Dept.

fax: 540-896-7017

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	10/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		I will Fax to them at: <b>540-896-7018</b>	
DESCRIPTION:  G6805477		I WILL MAIL	

*Thank you so much*

## LABEL INFORMATION

MAIL LABEL TO:	Rockingham Cooperative Attn: Ben, Sptg Goods 368 5th Ave Timberville, VA 22853	<i>Christy will fax to the dealer</i>
RETURN ITEM TO:	Remington Product Service	

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

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1  
 SVC CND COM ACT WT 10.0 LBS  
 TRACKING# 124XX596908666518  
 REF 1: ROCKINGHAM COOPERATIVE/BEN/CD/CM  
 REF 2: 700/G6805477

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DDU 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 8 24	PUB+HANDLING	8.24





October 29, 2010

Rockingham Cooperative  
Attn: Ben  
368 5<sup>th</sup> Ave.  
Timberville, VA 22853

Subject: #4900, Model 700, serial # G6805477

Dear Ben,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of Mr. Mongol's Model 700 to our factory. Please include a copy of the attached letter inside the box with the firearm. **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.** Please mark the ends of the box with "Supry".

Thank you for your assistance with this matter.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

with respect to the following issues: (1) the program's impact on the economy, (2) the program's impact on the environment, (3) the program's impact on the social and cultural life of the country, (4) the program's impact on the health and safety of the population, (5) the program's impact on the education and training of the population, (6) the program's impact on the science and technology of the country, (7) the program's impact on the arts and culture of the country, (8) the program's impact on the sports and recreation of the country, (9) the program's impact on the tourism and travel industry of the country, (10) the program's impact on the transportation and infrastructure of the country, (11) the program's impact on the energy and power sector of the country, (12) the program's impact on the agriculture and forestry sector of the country, (13) the program's impact on the industry and manufacturing sector of the country, (14) the program's impact on the services sector of the country, (15) the program's impact on the housing and urban development of the country, (16) the program's impact on the water and sanitation sector of the country, (17) the program's impact on the health and medical services of the country, (18) the program's impact on the social and community services of the country, (19) the program's impact on the culture and heritage of the country, (20) the program's impact on the environment and natural resources of the country, (21) the program's impact on the climate and weather of the country, (22) the program's impact on the air and water quality of the country, (23) the program's impact on the land and soil quality of the country, (24) the program's impact on the biodiversity and wildlife of the country, (25) the program's impact on the forests and timber resources of the country, (26) the program's impact on the fisheries and aquaculture of the country, (27) the program's impact on the agriculture and livestock production of the country, (28) the program's impact on the food and nutrition security of the country, (29) the program's impact on the rural and agricultural development of the country, (30) the program's impact on the urban and industrial development of the country, (31) the program's impact on the infrastructure and transportation of the country, (32) the program's impact on the energy and power generation of the country, (33) the program's impact on the industry and manufacturing of the country, (34) the program's impact on the services and trade of the country, (35) the program's impact on the housing and urban planning of the country, (36) the program's impact on the water and wastewater management of the country, (37) the program's impact on the health and medical care of the country, (38) the program's impact on the social and community development of the country, (39) the program's impact on the culture and arts of the country, (40) the program's impact on the environment and natural resources management of the country, (41) the program's impact on the climate change and adaptation of the country, (42) the program's impact on the air and water pollution control of the country, (43) the program's impact on the land and soil conservation of the country, (44) the program's impact on the biodiversity and wildlife conservation of the country, (45) the program's impact on the forests and timber management of the country, (46) the program's impact on the fisheries and aquaculture management of the country, (47) the program's impact on the agriculture and livestock management of the country, (48) the program's impact on the food and nutrition management of the country, (49) the program's impact on the rural and agricultural management of the country, (50) the program's impact on the urban and industrial management of the country, (51) the program's impact on the infrastructure and transportation management of the country, (52) the program's impact on the energy and power management of the country, (53) the program's impact on the industry and manufacturing management of the country, (54) the program's impact on the services and trade management of the country, (55) the program's impact on the housing and urban management of the country, (56) the program's impact on the water and wastewater management of the country, (57) the program's impact on the health and medical management of the country, (58) the program's impact on the social and community management of the country, (59) the program's impact on the culture and arts management of the country, (60) the program's impact on the environment and natural resources management of the country, (61) the program's impact on the climate change and adaptation management of the country, (62) the program's impact on the air and water pollution management of the country, (63) the program's impact on the land and soil conservation management of the country, (64) the program's impact on the biodiversity and wildlife 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impact on the food and nutrition management of the country, (89) the program's impact on the rural and agricultural management of the country, (90) the program's impact on the urban and industrial management of the country, (91) the program's impact on the infrastructure and transportation management of the country, (92) the program's impact on the energy and power management of the country, (93) the program's impact on the industry and manufacturing management of the country, (94) the program's impact on the services and trade management of the country, (95) the program's impact on the housing and urban management of the country, (96) the program's impact on the water and wastewater management of the country, (97) the program's impact on the health and medical management of the country, (98) the program's impact on the social and community management of the country, (99) the program's impact on the culture and arts management of the country, (100) the program's impact on the environment and natural resources management of the country.

LP2442 09.08 10/2010

For more information, call 1-800-392-3892.

**BARBER - Kinzer PPS GAL RE 0013670**

PS 15558

# Remington®

## FACSIMILE TRANSMITTAL SHEET

To: Ben-Sporting Goods Date: 10/29/10  
Company: Rock. Coop From: Christy Mitchell  
Fax No.: 540-896-7018 Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:


#### PRIVILEGED AND CONFIDENTIAL

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Phone 336-548-8700 • [www.remington.com](http://www.remington.com)