

Remington Arms Co., Inc.
Product Service
Legal Case #:4222

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
185269	1/8/2010	1/11/2010	1/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Mims	1530 State Rd	Summerville	SC	29483		H 843-761-7830 E mims88@gmail.com

Incident Information

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

1/14/10 Since receiving back from the factory for the same issue, he has had it fire when removing the safety without him pulling the trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27287	G6587737	PA	6/12/2006 8:19:29 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS		U			

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
Per Ilion inspect/decision, intall new trigger and test again.						

Repair/Replacement Cost	Repair/Replacement Date
47.34	1/14/2010

1/14/10 Per Ilion, they did replace the Trig Assm on this gun previously and they could not duplicate it again. They will install a new Trig assm and have it tested again.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	SECOND TIME IN FOR SAME CONCERN.WILL SEND FOR ENGINEERING INSPECTION.
Barrel	Description		22" 270 WIN
	Date Code		PA
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

On receipt of my rifle and finding that the gun had not been repaired, I notified Remington by telephone and spoke with Alfredo (I'm not sure of the spelling). I informed Alfredo of the history of my rifle and was told by Alfredo to return the rifle to Remington.

This problem with my rifle is a big safety issue, and could result in a death. I hope that you will address the safety issue with this rifle and make the appropriate corrections. At this time I am unable to use the rifle or let my sons use it. I am very thankful the shooting incident took place on a fire range and not while I was hunting.

Please find enclosed a copy of the original Repair Document. If at anytime you feel you need any further information, please do not hesitate to phone me at (843) 761-7830.

Sincerely,



Robert J. Mims

Robert Mims
1530 State Road
Summerville, South Carolina 29483
mims88@gmail.com
843-761-7830

Enclosures

Order
Number:

G6587737

Model: **700**



RE00185269

27
20.34

47.34

4/222

December 30, 2009

3.5#
22"
~~1009~~
PA 466

Remington Arms Service
14 Hoefler Avenue
Ilion, New York 13357

Re: Remington Model 700, 270-Fire Caliber
Serial #G6587737

Dear Sir/Madame:

In regards to the mentioned gun, I have had correspondence with JB in November, 2009 in reference to the capability of the gun firing when the safety switch is moved from safe to fire.

The incident in question was in November, when I was at a firing range adjusting my scope. I was standing, with my rifle positioned on sandbags and when I moved the safety switch from safe to fire my rifle fired a bullet without me pulling the trigger. This incident upset me and the men next to me could not believe what they witnessed. I packed up the rifle and returned home. I placed a call to Remington and spoke with JB about the incident and the problems that have arisen with the Model 700, 270 caliber. I was informed by JB to return the rifle to Remington Arms Company for repairs.

Your company received my rifle on December 3, 2009. On December 10, 2009 I received an e-mail from Remington notifying me that my rifle was repaired and being shipped back to me.

Upon receipt of my rifle, on December 17, 2009, I found a repair document (repair order #RE00182035). The repair document under "Technician's Comments" is quoted as, "could not duplicate concern to restore confidence in rifle, will fit new trigger plate assembly, check over, clean at no charge." I was very appreciative for what the repair department at Remington had done. I removed my rifle from the shipping box, with several family witnesses who are gun knowledgeable, and was checking the rifle for the repairs. After approximately five times pulling the bolt back and forth the rifle fired when I moved the safety switch from safe to fire without me pulling the trigger. I repeated the same procedure over and over again and the rifle fired. I did notice that sometimes after you have cocked and loaded the rifle around five to eight times the rifle will fire when moving the safety switch from safe to fire.

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

Parts/Repairs 800-243-9700
Fax 336-548-7801www.remington.com info@remington.com**REPAIR
DOCUMENT****REPAIR
DOCUMENT**

Repair Order Number RE00182035 Account # - R-	Description/Serial Number G6587737 Model 700 Center Fire Caliber: 270 win	Date Received - 12/3/2009 Estimate Date - Current Date - 12/9/2009
Customer ROBERT MIMS 1530 STATE ROAD SUMMERVILLE, SC 29483 US	Return To ROBERT MIMS 1530 STATE ROAD SUMMERVILLE, SC 29483 US	
Phone (H) (843)-761-7830 XH Phone (W) (843)-312-0782 XC	Fax Email mims88@gmail.com	

Problems			
Reported M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123	FORWARD TO PRODUCT SERVICE FO

Technician's Comments	
ProblemNotes	could not duplicate concern.to restore confidence in rifle,will fit new trigger plate assm,check over,clean at no charge

Parts and Labor			
Material #	Material Description	Quantity	Warranty (Y/N)
Part			
F305570B	X-MARK PRO TRIG ASSB RH BLACK (OS)	1	Y
Part	Total:	1	
Service			
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	Y
4000119	GR-TEST	1	Y
Service	Total:	2	