

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5217

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211509	11/24/2010	11/29/2010	12/6/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Allison & Carey	---	Allison & Carey	17311 SE Stark	Portland	OR	97233		W 503-256-5166
Incident		Oliver	Newsome	129 Bay Loop SW	Olympia	WA	98512		H 360-451-1039

## Incident Information

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

We will do as requested under warranty even though we could not duplicate the concern. fls

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25709	G6976960	LE	6/16/2010 7:55:37 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
7/29/2010	ACUSPORT (OH) CORP (WL)	two-piece scope base	Y			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under warranty						
	Repair/Replacement - Cost	Repair/Replacement Date				
	\$52.52	12/6/2010				

12/6/10: Per Fred S. - Could not duplicate concern. Install x-mark pro trigger as requested by customer under warranty. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/29/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Could not get the rifle to fire unless the safety was off and the trigger pulled.
Barrel	Description		M/700 26" HB 308
	Date Code		PE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown		

	Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	some oil visible from possible over oiling
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		Model 700 - 40X trigger system
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
		Condition	Like new; Functioning
Pull		---Select---	3.25 lbs
Altered	Trigger	False	
Sub-Assembly		Other Remington	

## frmREInquiry - Repair Inquiry

Repair Number: RE00211509 Serial: G6976960 Model 700 Center Fire Caliber: 308 WIN Produced: 06/16/2010 SKU: 25709 Repairman: Dale Lewis  
Verify Repair Status: Repairing 11/29/2010 3:38:04 PM

## ADDRESS INFORMATION

Customer Received from Return To Received from  
Name: ALLISON CAREY GUN WORKS ALLISON CAREY GUN WORKS  
Address 1: 17311 SE STARK 17311 SE STARK  
Address 2: PO Box PO Box  
City: PORTLAND PORTLAND  
State: OR Zip Code: 97233 Country: US OR Zip Code: 97233 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/29/2010 1...	Expedite	supryll	From: Check In	To: Repu
11/29/2010 2...	Estimate	lewisdb	Estimate Update	Status: F
11/29/2010 2...	Repairing	System	Immediate SAP Allocation	
11/29/2010 3...	Estimate	lewisdb	Estimate Update	Status: F
11/29/2010 3...	Repairing	System	Immediate SAP Allocation	

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

Current Status  
Repairing  
11/29/2010 3:38:04 PM  
System  
Repair Bench  
Repair Location  
ILN  
Current Location  
Transfer Number

Repair Search

Refresh

Close

supryll - ILNProd

frmRepairMain

D1102R7XPIL

Monday, Nov 29 2010

10:15 AM

start

Microsoft

D:\E - Desktop

frmRepairMain - F...

4:11 PM

RECEIVED  
NOV 29 2010

BY: .....

5217  
325 TP

Allison & Carey  
17311 SE Stark  
Portland, OR 97233  
(503) 256-5166

Serial Number  
ALLISS

G6976960

Model: 700



RE00211509

11-10-2010

Dear Allison & Carey,

Remington Arms referred me to your establishment as the closest Authorized Service Center to my home in Olympia, Washington. And they were gracious enough to send a mailing label to ship my Remington 700P to you at their expense. My recently purchased Remington 700P is still under warranty.

After a speaking with Remington Arms directly, it was clear that the solution to the problem I'm having with my Remington 700P is replacement of the original trigger and safety assembly (the "Walker trigger") with the newer X-Mark Pro trigger and safety assembly.

Fortunately I was practicing with snap caps rather than real bullets when I discovered that my Remington 700P can fire when the trigger isn't pulled. The firing pin doesn't strike every time the safety is moved from on to off (in fact, most of the time that doesn't happen), but a firing pin should never strike when the trigger isn't pulled.

My Remington was purchased July 29th, 2010 at a local gun shop I have had wonderful dealings with for many years. I did not pick this gun up as a used gun at a gun swap. It's a new gun and has not been altered in any way. No adjustments whatsoever were made to the trigger. The gun shop I purchased my Remington 700P from is:

Cascade Arms 3959 Martin Way E, #C  
Olympia, WA 98506  
(360) 451-1039

Date of purchase: 7-29-2010. Serial Number: G6976960.

I'm sure Remington will deal with this situation promptly, and I have the utmost respect for Remington firearms--as did my father.

Respectfully,

Dr. Oliver Newsome, Owner  
Oli Lama Film Productions  
1291 Bay Loop SW  
Olympia, WA 98512  
(360) 451-1039

Install X-Mark Pro  
trigger as requested.  
Under Warranty.

Rec'd 11/29/10

ALLISON & CAREY, INC.  
17311 S.E. STARK  
Portland, Oregon 97233  
(503) 256-5166

Remington Arms Company  
870 Remington Dr.  
P.O. Box 700  
Madison, NC 27025-0700  
(800) 243-9700

10-28-2010

Dear Remington Customer Service,

This is a follow up to an email which I sent to Remington Customer Service on 10-18-10. You have not acknowledged my email or responded to it in any way. Please let me know when you get this letter as this is an extremely important safety matter having to do with my recently purchased Remington 700P .308 rifle. You can contact me either via regular mail or Oli\_Lama@Comcast.net.

Fortunately I was practicing with snap caps rather than real bullets when I discovered that my Remington 700P can fire when the trigger isn't pulled. After experiencing this problem with the safety a number of times I spent some time on the internet and found the links below to information on thousands of other people having their Remington 700's fire when the safety is moved from on to off.

I've only had my Remington 700P for three months—which means it is still under warranty. It was purchased July 29th, 2010 at a local gun shop I have had wonderful dealings with for many years. I did not pick this gun up as a used gun at a gun swap. It's a new gun and has not been altered in any way. The gun shop I purchased my Remington 700P from is:

Cascade Arms 3959 Martin Way E, #C  
Olympia, WA 98506  
(360) 451-1039

NOV 04 2010  
Received Date: \_\_\_\_\_

CSR: Foster

Response Date: \_\_\_\_\_

Reference File: \_\_\_\_\_

Date of purchase: 7-29-2010

Serial Number: G6976960. Bolt action Remington 700P center fire rifle. 26" barrel. .308 win.

I have had nothing but the most professional service from Cascade Arms for many years and in no way hold them responsible for the problem I am having with my Remington 700P.

I'm sure Remington will deal with this situation promptly, and I have the utmost respect for Remington firearms--as did my father.

You will find the links I found on the internet concerning the problem I have had with my own recently purchased Remington 700P immediately below.

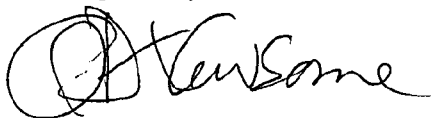
<http://www.drinnonlaw.com/Texas-Defective-Remington700.php>

<http://tvbythenumbers.com/2010/10/11/cnbc-presents-remington-under-fire-a-cnbc-investigation/67474>

<http://www.tacticaladv.com/showthread.php?1471-Remington-700-recall-notice>

<http://www.cbsnews.com/stories/2001/07/17/eveningnews/main301947.shtml>

Respectfully,



Dr. Oliver Newsome, Owner  
Oli Lama Film Productions  
1291 Bay Loop SW  
Olympia, WA 8512 98512  
(360) 451-1039

CC

U.S. Consumer Product Safety Commission  
4330 East West Highway  
Bethesda, MD 20814  
(301) 504-0025

Consumer Protection  
Washington State Office of the Attorney General  
800 5<sup>th</sup> Ave, Suite 2000  
Seattle, Wa 98104-3188

Federal Trade Commission  
600 Pennsylvania Avenue  
NW Washington DC 20580  
(202) 326-2222

Cascade Arms 3959 Martin Way E, #C  
Olympia, WA 98506  
(360) 451-1039

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