

## Remington Arms Co., Inc.

## Product Service

Legal Case #:4763

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 206606 | 10/15/2010  | 10/5/2010       | 10/18/2010  |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street                    | City      | State | Zip   | Age | Contact                    |
|----------|----------|------------|-----------|---------------------------|-----------|-------|-------|-----|----------------------------|
| Incident |          | David      | Blevins   | 136 South Willow Brook Dr | Asheville | NC    | 28806 |     | E<br>bdblevins@charter.net |

## Incident Information

| Claims | Codes                 | Repair Est.  | Medical Treatment | Medical Status |
|--------|-----------------------|--|-------------------|----------------|
| PI     |                       |  |                   |                |
| PD     |                       |  |                   |                |
| S      | fires on safe release | Cause:4038 Could Not Duplicate Concern<br>Concern:1007 Fired on Safe Release | Unknown           |                |
| C      |                       |  |                   |                |

10/5/10 Blevins sent an email through our website regarding an issue with firing on safety release. "I have a 700 Mountain Rifle that I bought about 20 years ago. I would guess that it has less than 200 rounds through it, even though I have hunted with it a LOT. About 5 or 6 years ago, while hunting, I took the safety off when a deer came by and the gun went off. I had the trigger adjusted by a gunsmith and it seemed fine. Last year, I finished hunting and unloaded the rifle. When I closed the bolt, the hammer dropped again. I have used the gun since but always leave the safety on, point to the ground and load a cartridge and close my eyes, I have reached the point that I just don't really trust it to not go off when I take the safety off so I changed to a different gun this year. Can you tell me anything about this situation? Have you seen it before and what can I do to be sure it is fixed? I really don't want to buy a new trigger since I don't see how trigger or sear wear would be the issue, considering how few rounds have been through the gun. It has always been kept clean and has no rust, just a few scratches."cm

## Firearm Information

| Mfg.           | Type            | Model/Ga.                                | SKU            | Serial   | Bbl. | DOM      |
|----------------|-----------------|--|----------------|----------|------|----------|
| Remington      | CF/BA           | 700/270 WIN                              | n/a            | C6340282 | BJ   | 2/2/1989 |
| Date Purchased | Where Purchased | Accessories                              | Original Owner |          |      |          |
|                | ELLETT BROTHERS | SCOPE BASE AND FRONT BOTTOM HALF OF RING | Y              |          |      |          |

purchased about 20 years ago 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, replace TPA, clean at 1/2 normal charges |                         |                         |               |                 |                |               |
|   | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|   | 47.23                   | 10/22/2010              |               |                 |                |               |

10/5/10 Sent email requesting address and serial number and replied that I would send prepaid shipping label for

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4763&Type=Case>

10/22/2010

inspection.cm 10/5/10 Ordered ARS.cm 10/22/10 Per Ilion, could not duplicate concern. Set screws altered. Trig assm is contaminated with a dried and sticky lubrication residue, causing parts to work sluggish. Replace TPA, check over, clean, test fire at 1/2 normal charges.cm

## Examination[Remington/CF/BA]

| Part         | Sub-Part               | Code                        | Comment                          |
|--------------|------------------------|-----------------------------|----------------------------------|
| Examination  | Examiner               |                             | B.TRAVIS                         |
|              | Exam Date              |                             | 10/18/2010                       |
|              | Product Type           |                             | RF                               |
|              | Action Type            |                             | A                                |
|              | Assigned To            |                             | F.SUPRY                          |
| Cause        | 4038                   | Could Not Duplicate Concern |                                  |
| Barrel       | Description            |                             | 22" 270 WIN                      |
|              | Date Code              |                             | BJ                               |
|              | 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 M/700 SAFETY            |
|              | Function               | Like new; Functioning       |                                  |
|              | Sub-Assembly           | Non-ISS                     |                                  |
| Sear         | Lift                   | ---Select---                | .015                             |
|              | Notch                  | Slightly Worn; Functioning  |                                  |
|              | Tests                  | Test Fired                  | False                            |
| Feeding Test |                        | False                       |                                  |
| Trigger      | Condition              | Slightly Worn; Functioning  | DIRTY/STICKY,PARTS WORK SLUGGISH |
|              | Pull                   | ---Select---                | 2.5#                             |
|              | Altered                | True                        | SET SCREWS ALTERED               |

|  |              |                     |
|--|--------------|---------------------|
|  | Sub-Assembly | M/700 Non-Bolt Lock |
|--|--------------|---------------------|

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00206606
Serial: C6340282
Model: 700
Center Fire
Caliber: 270
Repairman: Bruce Travis
Status: InvoiceHold 10/19/2010 3:52:37 PM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: DAVID BLEVINS
Address 1: 136 SOUTH WILLOW BROOK DRIVE
Address 2:
PO Box:
City: ASHEVILLE
State: NC
Zip Code: 28806
Country: US

Name: DAVID BLEVINS
Address 1: 136 SOUTH WILLOW BROOK DRIVE
Address 2:
PO Box:
City: ASHEVILLE
State: NC
Zip Code: 28806
Country: US

FFL:

Contact / Condition
Problems
Estimate
History / Status
Shipping / Billing

| Date             | Code        | User ID    | Desc1                    | Desc2     |  |
|------------------|-------------|------------|--------------------------|-----------|--|
| 10/18/2010 9...  | Repairing   | System     | Immediate SAP Allocation |           |  |
| 10/18/2010 10... | Expedite    | penceri    | From: Approve Rack       | To: Rep   |  |
| 10/18/2010 3...  | Expedite    | penceri    | From: Repair Bench       | To: Galle |  |
| 10/18/2010 10... | Expedite    | perrettavc | From: Gallery            | To: Final |  |
| 10/19/2010 3...  | InvoiceHold | Stiefvalow | Final Inspection         | Credit    |  |

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

Current Status

InvoiceHold

10/19/2010 3:52:37 PM

Stiefvalow

Packing

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supryfl - ILN/Prod

frmRepairMain

D1102R7XPIL

Tuesday, Oct 19 2010

1:03 PM

start

Microsoft
DMS - Desktop
DMS - Global Call
frmRepairMain - F...

9:46 AM

20.23  
27. —  
47.23

RECEIVED  
OCT 22 2010  
BY:.....

4763

22"  
BS 1/84  
2.54  
.015

October 5, 2010

David Blevins  
136 South Willow Brook Dr  
Asheville, NC 28806

Subject: Case 4763, Model 700

Dear Mr. Blevins,

I am sorry to learn about the issue you experienced with the Model 700. Enclosed is a UPS prepaid shipping label for shipment of the firearm to our factory. Please include the enclosed copy of this letter 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". Fred Supry will be inspecting the firearm.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684

E-mail: [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

could not duplicate concern. set  
screws altered. trg. assm. is contaminated  
with a dried & sticky lubrication residue,  
cause parts to work sluggish. replace  
TPA, check over, clean, test fire ~~on~~ at  
1/2 normal charges.

Q note

Serial  
Number:

C6340282

Model: 700



RE00206606

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

CS 10.14.10

NOTE: Please complete and print this form, and then include it with your firearm.

|   |  |                                     |                   |
|---|--|-------------------------------------|-------------------|
| Model Number: <b>MODEL 700</b>  |  | Serial Number: <b>C 6340282</b>     |                   |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  |  |                                     |                   |
| Name: <b>DAVID BLEVINS</b>  |  | Date of Purchase: <b>APRX. 1990</b> |                   |
| Address (no PO Boxes): <b>136 S. WILLOW BROOK DR.</b>   |  |                                     |                   |
| City: <b>ASHEVILLE</b>  |  | State: <b>N.C.</b>                  | Zip: <b>28806</b> |
| Phone (Daytime): <b>828-254-6782</b>  |  | Fax: <b>CELL 828-450-3872</b>       |                   |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <b>bdblevins@charter.net</b>   |  |                                     |                   |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.   |  |                                     |                   |
| Please describe your problem and date of occurrence:  |  |                                     |                   |
| <p><b>ABOUT 6 years ago, I took the safety off while hunting and the rifle went off.</b></p> <p><b>I took it to a gunsmith &amp; had the trigger adjusted.</b></p> <p><b>Last year, I had unloaded the rifle and closed the bolt with the safety off and the hammer fell again.</b></p> <p><b>I had another gunsmith work on the trigger but the hammer still lets down on occasion (trial runs only). I am not shooting the gun now.</b></p> <p>500 characters left <b>If you set the trigger, I would like the msn. pull.</b></p> |  |                                     |                   |
| Ammunition Information:   |  |                                     |                   |
| Manufacturer:   |  | Type:                               |                   |
| Other (i.e. bullet weight/type, shot size, powder):   |  |                                     |                   |
| Handload Information:   |  |                                     |                   |
| Powder Used: <b>4064</b>  |  | Powder Weight: <b>47 gr.</b>        |                   |
| Case/Hull Used: <b>Nasler</b>   |  | Primer Used: <b>CCI</b>             |                   |
| Bullet Type/Shot Size: <b>130gr Nasler BT</b>   |  | Reloader Used: <b>RCBS</b>          |                   |

|   |   |
|---|---|
| Firearms Care (Cleaning and Lubrication):   |   |
| Brand of cleaning solution used:  | <i>Hoppe's Copper Solvent, Rem-Or!</i>            |
| How often do you clean the bore? (Months or Number of rounds)   | <i>AFTER SHOOTING - avg 3 to 4 times per year</i> |
| How often do you clean the action? (Months or Number of rounds)   | <i>annual</i>                                     |
| How often do you clean the trigger assembly? (Months or Number of rounds)   | <i>annual</i>                                     |
| Brand of lubricant used:  | <i>Rem-Or!</i>                                    |
| How often do you lubricate the bore? (Months or Number of rounds)   | <i>when cleaning</i>                              |
| How often do you lubricate the action? (Months or Number of rounds)   | <i>annual</i>                                     |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)   | <i>annual</i>                                     |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?   |   |
| <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |   |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?   |   |
| <i>NEVER</i>  |   |
| What were the services performed?   |   |
| <p>Remington Arms Co., Inc.<br/>         Attn: Arms Service Division<br/>         14 Hoefler Avenue<br/>         Ilion, NY 13357</p>  |   |
| <p><b>Ⓢ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.</b></p> <p>:: Record the serial number of your firearm before sending it.<br/>         :: 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.)<br/>         :: Remove all accessories from your firearm to prevent loss or damage.<br/>         :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> |   |

## Mitchell, Christy

---

**From:** David Blevins [bdblevins@charter.net]  
**Sent:** Tuesday, October 05, 2010 12:22 PM  
**To:** Mitchell, Christy  
**Cc:** Remington Information  
**Subject:** Re: Remington 700 Mountain Rifle [Incident: 101004-000072]

Christy, thank you for your prompt reply.

My address is; 136 South Willow Brook Drive, Asheville, NC 28806  
The serial number on the Model 700 is C6340282.

I am not unhappy with the situation. I just don't really trust the rifle and want to be sure it is right.

Thank You,  
David Blevins

### ----- Original Message -----

**From:** Remington Information  
**To:** bdblevins@charter.net  
**Sent:** Tuesday, October 05, 2010 11:33 AM  
**Subject:** Remington 700 Mountain Rifle [Incident: 101004-000072]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

[To access your question from our support site, click here.](#)

### Subject

Remington 700 Mountain Rifle

### Discussion Thread

#### Response (Chris)

10/05/2010 11:33 AM

Mr. Blevins, I am sorry to hear of the problems you have had while using the Model 700 rifle. I will send you a prepaid UPS ground shipping label to cover shipment to the factory for inspection if you will reply with the mailing address. Also include the serial number of this firearm. It does not appear that we have had a chance to inspect it in the years that you have had trouble and we would like to inspect and then contact you with results.

If you have any questions, you can email or call direct at:

800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

Sincerely,

Christy Mitchell

**Customer (David Blevins)**

10/04/2010 04:12 PM

I have a 700 Mountain Rifle that I bought about 20 years ago. I would guess that it has less than 200 rounds through it, even though I have hunted with it a LOT.

About 5 or 6 years ago, while hunting, I took the safety off when a deer came by and the gun went off. I had the trigger adjusted by a gunsmith and it seemed fine.

Last year, I finished hunting and unloaded the rifle. When I closed the bolt, the hammer dropped again. I have used the gun since but always leave the safety on, point to the ground and load a cartridge and close my eyes, I have reached the point that I just don't really trust it to not go off when I take the safety off so I changed to a different gun this year.

Can you tell me anything about this situation? Have you seen it before and what can I do to be sure it is fixed? I really don't want to buy a new trigger since I don't see how trigger or sear wear would be the issue, considering how few rounds have been through the gun. It has always been kept clean and has no rust, just a few scratches.

By the way, it will still hold less than 1" at 100 yards,

Thank You,

David Blevins

**Question Reference #101004-000072**

**Product Level 1: Firearms**

**Date Created: 10/04/2010 04:12 PM**

**Last Updated: 10/05/2010 11:33 AM**

**Status: Waiting**

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----

----- [--001:002421:37077---]



www.remington.com

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

## ARS LABEL REQUEST FORM

|   |           |   |         |
|---|-----------|---|---------|
| DATE:   | 10/5/2010 | REQUESTED BY:                                     | christy |
| QUANTITY:   | 1         | WEIGHT PER PACKAGE:                               | 10      |
| <b>PLEASE CHECK ONE:</b>  |           |   |         |
| MEDIA<br>COORDINATOR<br>TO MAIL                                     |           | I WILL MAIL <span style="float: right;">xx</span> |         |
| DESCRIPTION:<br><br>C6340282 <span style="float: right;">700</span> |           |   |         |

## LABEL INFORMATION

|                 |  |
|-----------------|--|
| MAIL LABEL TO:  | David Blevins<br>136 South Willow Brook Drive<br>Asheville, NC 28806 |
| RETURN ITEM TO: | Rem Product Service<br>Ilion, NY                                     |

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

4XX596      OCT 5, 2010      ALL CURR USD      1 OF 1  
SVC GNDCOM      ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065703363  
REF 1: DAVID BLEVINS/CD/CM  
REF 2: 700/C6340282

|                              |              |             |      |
|------------------------------|--------------|-------------|------|
| HANDLING CHARGE 0.00         |              | SVC T/P USD |      |
| SINGLE-PIECE PUB RATE CHRGs: |              |             |      |
| DV 0.00                      | COD 0.00     | RS          | 0.50 |
| DC 0.00                      | DGD 0.00     | SD          | 0.00 |
| AH 0.00                      | PR 0.00      | SP          | 0.00 |
| TOT PUB CHG 8.78             | PUB+HANDLING |             | 8.78 |

|                     |                            |
|---------------------|----------------------------|
| Reference #         | 101004-000072              |
| Status              | Researching                |
| Assigned To         | Administrators<br>Daniel - |
| Product             | Firearms                   |
| SLA                 | Not specified              |
| Queue               | CSR                        |
| Date Created        | 10/04/2010 04:12 PM        |
| Initial Response    | None                       |
| Last Updated        | 10/05/2010 09:19 AM        |
| Customer SmartSense | +1 (on -3 to +3 scale)     |
| Staff SmartSense    | 0 (on -3 to +3 scale)      |

## Remington 700 Mountain Rifle

### Discussion Thread

Customer (David Blevins)

10/04/2010 04:12 PM

I have a 700 Mountain Rifle that I bought about 20 years ago. I would guess that it has less than 200 rounds through it, even though I have hunted with it a LOT. About 5 or 6 years ago, while hunting, I took the safety off when a deer came by and the gun went off. I had the trigger adjusted by a gunsmith and it seemed fine. Last year, I finished hunting and unloaded the rifle. When I closed the bolt, the hammer dropped again. I have used the gun since but always leave the safety on, point to the ground and load a cartridge and close my eyes. I have reached the point that I just don't really trust it to not go off when I take the safety off so I changed to a different gun this year. Can you tell me anything about this situation? Have you seen it before and what can I do to be sure it is fixed? I really don't want to buy a new trigger since I don't see how trigger or sear wear would be the issue, considering how few rounds have been through the gun. It has always been kept clean and has no rust, just a few scratches. By the way, it will still hold less than 1" at 100 yards, Thank You, David Blevins

### Primary Contact

First Name: David  
Last Name: Blevins  
Organization:  
Login: bdblevins@charter.net  
Title:  
Contact Type:  
Email: bdblevins@charter.net

Email - Alternate #1:  
Email - Alternate #2:

Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:

Street  
City  
State/Province  
Postal Code  
Country

### Additional Information