

## Remington Arms Co., Inc.

Product Service

Legal Case #:5316

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212927	12/6/2010	12/7/2010	12/13/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William D	Chesney	6069 Wessex Ct	Tallahassee	FL	32309		H 850-508-6706 E william.chesney@pgnmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot truck	Cause:4015 Improper Maintenance			
S Fired on bolt closing	Concern:1008 Fired on Bolt Closing		Unknown	
C				

12/13/10 Per letter with rifle, he mentions the rifle firing on safety release in 2005, delayed firing in 2009 and in 2010 it fired on safety release and the last incident it fired when he closed the bolt and shot through his truck causing damage to several parts. The safety was not on.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	C6752646	RM	11/12/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	WALTER CRAIG INC		Y			

## CONCERN:FSR

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	/150	270 WIN				
Concern	Other	Factory	Reload			
0:		Y	N			

## 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
Replace trigger assm, clean, test at no charge as goodwill						

Repair/Replacement Cost	Repair/Replacement Date
59.23	12/14/2010

12/13/10 Per Ilion, trigger assm is contaminated with a partially dried and sticky lubrication residue. Will follow down. I called Chesney and offered to replace the trigger at no charge. He does not have any owner's manual and had only been wiping down the outside of the trigger. I gave instruction on cleaning and will mail him an owner's manual.cm

## Examination[Remington/CF/BA]

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5316&Type=Case>

12/14/2010

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		RM
	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; Not 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---	.012
	Notch	Slightly Worn;	DIRTY,SLUGGISH

		Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY STICKY AND DIRTY SEAR WORKS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

$$\begin{array}{r} 27 \\ 28.23 \\ 12 \\ \hline 59.23 \end{array}$$

DEC - 8 2010

BY: \_\_\_\_\_

22"  
2m11/92  
5#  
012

# Remington®

## Factory Repair Instructions

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

Model Number: 700 BDL		Serial Number: C6752646	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: William D Chesney		Date of Purchase: © 2002-2003 ?	
Address (no PO Boxes): 6069 Wessex Ct			
City: Tallahassee		State: FL	Zip: 32309
Phone (Daytime): 850-508-6706		Fax:	
E-mail Address: William.Chesney@pgnmail.com <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Please see attachment			
Ammunition Information:			
Manufacturer: Remington		Type: .270 WIN 150 grain	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:	Powder Weight:		
Case/Hull Used:	Primer Used:		
Bullet Type/Shot Size:	Reloader Used:		
Firearms Care (Cleaning and Lubrication): Birchwood Bore Scrubber 2in1 Bore C			
Brand of cleaning solution used: Winchester Break Free Powder Blast &			
How often do you clean the bore? (Months or Number of rounds) Each use @ 4-6 rounds			
How often do you clean the action? (Months or Number of rounds) as above			
How often do you clean the trigger assembly? (Months or Number of rounds) annually			
Brand of lubricant used: WD40 & gun oil			

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>"</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>Annually</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>Never</i>	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>	
<p><b>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE</b></p> <p><b>IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE</b></p> <p><b>1E, ADDRESS (WITH ZIP CODE), TELEPHONE AND</b></p> <p><b>ig it.</b></p> <p><b>nage in shipping and handling. Preferably,</b></p> <p><b>returned.)</b></p> <p><b>ss or damage.</b></p> <p><b>e the box. Shipments without a proper</b></p> <p><b>st. Remington is not responsible for</b></p> <p><b>urchase insurance from your carrier.</b></p> <p><b>elines:</b></p>	
<p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>	

Serial Number:

**C6752646**

Model: **700**



**RE00212927**

*This is contaminated with a partially dried & sticky lubrication residue. will follow down.*

November 16, 2010

To whom it may concern,

In an effort to assist in determining and/or preventing further mishaps, damage to property or personnel injury even deaths, I feel it's my responsibility to report a recent "unexpected discharge" of my Remington model 700 BDL .270 caliber bolt action rifle. I reported this to your Remington customer service representative on November 16<sup>th</sup>, 2010 and as requested, have shipped my firearm to Remington for expert troubleshooting to determine what may have caused the discharge.

I am shipping my rifle in the "as left" condition hoping this will aid you in determining the reason. I do want to note that I did perform my own "minimal" bolt action manipulation to see if I could re-enact the moment and determine for myself what the issue is/was. I did try to identify a problem (gun unloaded of course), but was unable to determine the cause.

After such a nerve wracking and frightening experience, I found myself thinking back to previous issues that occurred that may have been warning flags leading to this incident. I would like to work my way through those past memories in order to provide you with the most detailed information possible.

@ December 2005

Deer hunting.....While walking through a clear-cut area I spotted a deer. I stopped, released my safety and the rifle discharged from my hip. At the time, it was a cold morning and I wore heavy gloves. I determined because of the lack of feeling in my trigger finger caused by the thick gloves, I must have had my finger on the trigger and I was putting too much pressure on the trigger. I wrote it off as operator error and never wore those gloves again. I also began to get myself in the habit of resting my finger across the trigger guard until I'm ready to squeeze the trigger. I purchased a new pair of thinner cold weather gloves after that.

@ November 2009

Deer hunting.....While hunting from a tree stand I spotted a deer and mounted the gun to the shooting position. I released the safety and squeezed the trigger. After a second or two delay, the gun discharged. At that time I determined the reason to be a bad round or my firing pin had gotten "gummed up". I cleaned my gun thoroughly and did not have any other issues. I want to note, I typically clean all my firearms after each use but in this case had not cleaned it since the last use at the end of the 2008 season. I did fire my gun prior to this hunting trip as I wanted to ensure my scope was still zeroed in.

November 11, 2010 @ 9:10 a.m.

Deer hunting.... While hunting from a tree stand I spotted a deer moving in my direction. I raised the gun into position and released the safety. Before I could get the deer in my crosshairs, the gun discharged. Fortunately, the deer stood still and let me bolt in another round. I had him in my crosshairs, squeezed the trigger and the gun did not fire. I opened the action, ejected the round and bolted in another round firing the gun this time. I played the whole thing back in my mind. As I mentioned earlier, I purchased a new pair of gloves about five years ago. Well, they are wearing out so I was trying another pair. These were thicker than my normal pair but not as thick as the pair I wore during the 2005 "shoot from the hip" incident. I specifically chose these gloves because I remembered what the thick pair had done in the past. I was upset with myself and I figured in my mind the reason the gun discharged sooner than expected was my finger was on the trigger and/or the lack of feeling in my trigger finger due to the thicker than normal gloves. As far as the round not firing, I figured it was just a bad round. It was "dimpled" where the firing pin had made contact with it, but it did not fire. After that hunt I went back to our camp area and inspected the gun and fired about four rounds trying to see if it would repeat what had happened earlier. It did not. The afternoon hunt was unproductive and I did not have a chance to fire the gun. I returned my gun (empty, dry fired and safety off) to the case in my truck where I would leave it until the next morning's hunt.

November 12, 2010 @ 5:15 a.m.

This morning I went through my normal almost habitual routine. I drove my four door pick-up to our hunting property. I got out of the truck and opened the driver side back door. Standing between the open back door and the backseat, I removed my gun from the case where I had stored it the night before. As always, with the barrel pointing down, using the truck's dome light and a clip-on cap light, I opened the action and loaded four rounds. After the rounds were in the magazine, I raised the barrel slightly as I began to close the bolt. As I did, the gun discharged. The round went through the door frame, through the B-pillar molding left of the driver's seat, lead fragments entered the shoulder area and seat area of the driver's seat, the round continued to travel through the knee bolster, through the AC duct, through the fire wall, took out at least two fuel injectors, the fuel rail, throttle body assembly, and air intake manifold. To date, no further damage has been identified. I removed the other three rounds from the gun and set the gun in the back seat. When I did this I remember noticing the safety was not on when I loaded the gun. I did not have gloves on this morning and I know for a fact my finger was not near the trigger; I was holding the bolt handle. After about two and a half hours, I regained my composure and tried to replay the events that happened during those two days that may have lead up to this. Was it all a coincidence? Was it carelessness on my part? I did operate the action and switched the safety on and off to see if I could get the gun to discharge (unloaded) again. I also tried to see if the firing pin would stick which may have contacted the round as I closed the action. Again, I could not see anything out of the norm or get it to repeat the event.



As mentioned earlier, I am not out to get anything from this event. I just want to make sure that if there is a common malfunction with this gun that it is identified and resolved before anyone gets hurt. I bought this rifle new and have enjoyed using it for several years. But personally, I am to the point where I will not use this gun again until I am confident the problem has been identified and resolved. I hope this information helps.

Bill Chesney

email: *William.Chesney@pgnmail.com*

Serial Number: *C6752646*

Return address:

*6069 Wessex Ct*

*Tallahassee, Fl 32309*











