

Remington Arms Co., Inc.
Product Service
Legal Case #:5057

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215647	12/20/2010	11/10/2010	12/28/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Darrin	Rousse	3811 Hunters Gate Ct	Sugar Land	TX	77479		E darrin.rousse@sbmoffshore.com

Incident Information

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

11/10/10 Per email sent to Remington.com, incid # 101102-000089, this summer he had an accidental discharge when he place the gun in the "F" or fire position with a round chambered. He thought he may have made the error. Since the CNBC program he has doubts as to whether it was operator error or not.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27480	E6668206	OU	7/20/2000 9:15:24 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	TWO PIECE SCOPE BASE	Y			

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, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/10/10 Mailing ARS and letter.cm 1/5/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test at 1/2 normal cost. Emailed inspect/quote info. Awaiting reply.cm 1/7/11 Per call from Rousse, he approved replacement and would like the original sent back to him also.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/28/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		OU
	Bore Plugged	False	
	Bulged	False	

Examination	Product Type	RF
	Action Type	A
	Assigned To	T.NAGLE
Cause	4038	Could Not Duplicate Concern
Barrel	Description	24" 7MM REM MAG
	Date Code	OU
	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	M.700 SAFETY
	Function	Like new; Functioning
	Sub-Assembly	ISS
Sear	Lift	---Select---
	Notch	Like new; Functioning
	Tests	Test Fired
Feeding Test	False	False
Trigger	Condition	Like new; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	M/700 Non-Bolt Lock
Non-Remington Components	Description	TWO PIECE SCOPE BASE

5057

24"
5.54
.013
04 7/20

November 10, 2010

Darrin Rouse
3811 Hunters Gate Ct
Sugar Land, TX 77479

Subject: #5057, Model 700

Dear Mr. Rouse,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a 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 "Product Service".

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
christy.mitchell@remington.com

15
27
28.40
62.40

enclosure

Serial
Number

E6668206

Model: 700



RE00215647

could not duplicate concern.
CAN offer to replace TPA, clean
+ test fire at 1/2 normal cost

Quote \$71.52

RECEIVED
JAN 04 2011

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com BY:.....

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

Model Number: <u>Model 700 ADL</u>		Serial Number: <u>E6668206</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>DARRIN ROUSSE</u>		Date of Purchase: <u>2000/2001</u>	
Address (no PO Boxes): <u>3811 Hunters Gate CT.</u>			
City: <u>Sugar Land</u>		State: <u>TX</u>	Zip: <u>77479</u>
Phone (Daytime): <u>832-440-0187</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DRousse@comcast.net</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Please see Attached Email 4 pages.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Winchester</u>		Type: <u>140/150 gr Ballistic Silver Tip CRP2</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>7mm Rem Mag</u>			
Handload Information: <u>N/A</u>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Darrin Rouse

From: Rouse, Darrin [Darrin.Rouse@sbmoffshore.com]
Sent: Monday, November 08, 2010 8:19 AM
To: dsrouse@comcast.net
Subject: FW: Model 700 Trigger/Safety/Accidental Discharge [Incident: 101102-000089]

Darrin Rouse
Instrumentation & Controls Engineer
SBM Atlantia
Direct: +1 281-679-2425
darrin.rouse@sbmoffshore.com

From: Remington Information [mailto:info@remington.com]
Sent: Friday, November 05, 2010 4:33 PM
To: Rouse, Darrin
Subject: Model 700 Trigger/Safety/Accidental Discharge [Incident: 101102-000089]

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

Model 700 Trigger/Safety/Accidental Discharge

Discussion Thread

Response (Chris)

11/05/2010 05:33 PM

Mr. Rouse, I apologize for the delay in responding. As you have stated that your rifle has been maintained and had no alterations, yet you still had an accidental firing, we would recommend sending it to the factory for a free evaluation. I can send a prepaid UPS ground shipping label to cover shipment. After receiving and inspecting I would contact you with the results and resolution.

If this is acceptable, please send the address that I can mail the label to and the address that the rifle should be returned to. It will require an adult signature upon delivery.

Thank you again for your patience.

Christy Mitchell

Customer (Darrin Rouse)

11/02/2010 04:57 PM

Remington Management/Tech Support,

11/02/2010

My email is in response to the recent CNBC Remington Underfire Special. In light of this special I have cause to doubt the safety of my Remington Model 700 rifle.

I have a Remington Model 700 ADL 7MM Rem. Mag. bolt action rifle serial # E6668206 that was purchased new in approximately 2000/2001 from Academy Sports in Tulsa, OK. No modifications made to the gun (unless adding a scope using the factory predrilled holes for mounting and a sling to the factory installed sling mounts modifications).

Without admitting guilt or wrong doing, I hope I can trust Remington to recommend an upgrade to my gun that might reduce the chances of accidental discharge should there be any chance that it may be affected by any of the problems outlined in the CNBC special or any other problems that I may not be aware of?

Heck, to avoid any legal liability of the above statement, just recommend an upgrade that won't exhibit the characteristics outlined in the special and whose design will not let the gun fire unless the trigger is pulled with the safety off period, the way a gun is supposed to work.

Background:

I have fired a total of 40 rounds through the rifle (1x20 box of Winchester 140 gr. Ballistic Silvertip CXP2 in 2000/2001 and 1x20 Winchester 150 gr. Ballistic Silvertip CXP2 in 2010).

All rounds fired were at outdoor shooting ranges from a bench rest under ideal conditions. (Sunny day, 70-80 degree F, slight breeze, humidity? whatever is normal for Tulsa, OK and Houston, TX in the middle of summer). I have never taken the gun into the field or outside in any adverse weather conditions. Unfortunately, my big game hunting opportunities never materialized.

I cleaned the gun immediately after each use. I removed the bolt and cleaned the bolt (scrubbed with toothbrush & solvent and wiped clean) and barrel (cleaned with bore brush and clean swabbs and swabbs with Hoppe's #9 solvent.)

On the second trip to the range this summer/2010 after firing what would be about the 10th rd of the day/30th overall, I had an accidental discharge when I placed the gun in the "F" or "fire" position with a round chambered. Fortunately this happened while the gun was pointed down range as I was preparing to take the next shot. I made a previous shot and placed the safety in the "S" or "safe" position to make an adjustment to my scope. With a gun that had seen little use and under ideal conditions, I would never have expected any mechanical malfunction like switching the safety off to cause the weapon to discharge.

I was I was both surprised and confused. I thought, "I just switched the off the safety and the gun went off!" But then I thought, "I must have hit the trigger or the gun wouldnt have went off?" But then II thought, "No, I just switched the off the safety and the gun went off!" I kept replaying the scenario in my head and kept going back and forth over what happened. Finally, unable to replicate the accidental discharge (did the spec of dust needed to cause this problem dislodge or is it just a "trick" trigger, not bad enough to happen every time), I chalked it up to operator error and beat myself up for a little while over it and promised myself to be more careful in the future.

Now that a little time has passed and I have since moved on to other things (my memory has

faded a little) and because of the CNBC special, I have my doubts if it was really operator error or not. It is still possible that it is but for the safety of myself, my family and anything else, (better safe than sorry) I can no longer rely on the "safety" of the gun.

What is a "safe" gun you ask? At the very least one that does not malfunction! The gun firing when the safety is set to the fire position or by simply touching the bolt or because of any reason other than not pulling the trigger with the safe off is not "safe".

I know there have been many critiques of the CNBC special and of the persons who have appeared on it. Many have cited that the accidents would not have happened if the persons holding the gun had them pointed in a "safe" direction. The reports failed to ask "What modification were made?". Biased reporting. Etc. etc. One critique after another. All legitimate critiques, but they all fail to address that the fact remains if the guns did not have a faulty safety, trigger or other mechanisms they would not have gone off unexpectedly either. These rebuttals do not address the problem.

Remington and other firearms owners can blame the shooters and dismiss the whole issue as an attack on the gun right/owners all it want to but I believe that despite political opinions and anti-gun bias, and perhaps less than unbiased reporting, the evidence presented in the special still shows, in my opinion, that:

1. There is in fact a problem with the Model 700's as stated in the special. The extent of which is debateable but even by Remingtons estimation are still to many in my book. There is no way to tell when it will affect you. I guess it all depends on each individual rifle and when you bought it. That does not give me any easy feeling. See#4.
2. Remington was made aware of it and did nothing for a long time. Profits were put in front of public safety preventing the fix.
3. What ever Remington did in 1982 did not solve the problem or fix the pre-1982 guns, and anything before 2007 was short of a complete recall and coming clean about the problem.
4. Remington still sells the "Walker" design along with others. How do know you can trust a Post 2007 Remington 700? Or any Remington 700 or any other Remington product for that matter. What else is Remington hiding?

I used to be a Remington fan. I currently own 3 Remington 12 gauge shotguns, 1 rifle in question and at one time owned another Remington 700 which I sold (I regretted since then but now not so much).

I also own a Winchester shotgun, Smith & Wesson AR-15, Paraordnance 1911 .45, Springfield XD .45, Glock 19 9mm, Taurus Tracker .357 Mag. revolver, Beretta Jetfire .25acp., 2 Ruger 10/22's.

I have owned a Remington Model 700 BDL .30-06 Bolt action rifle, a spanish m1916 .308 bolt action rifle, ruger redhawk .44 mag and p90 .45.

Make no mistake, I am not a rookie or novice gun owner. I have had gun safety pounded into my head by my father just like many others. Do these factors alone prevent me or anyone from making mistakes causing accidental discharges? No. Accidents can still happen and can happen to the best of us. Not many admit it but they happen.

But in the case mentioned above, I have cause to doubt the gun.

Conclusion:

I like guns & ammo (Remington sells that too!), I spend lots of money on guns & ammo. Ask my wife she'll tell you.

I was considering a Remington Model 700 in .308 as one of my next purchases and a model 870 police. But now I am forced to rethink the whole thing. Out of safety concerns (I'm not taking a chance with my self or family) and to show the power of the consumer (punish those companies who would knowingly endanger the public for profits).

Unlike many Remington owners and gun right supporters, no matter how much I support the 2nd amendment, no matter how much of an American icon Remington is. No matter how much I have enjoyed Remington products in the past, no matter my urge to be in denial about the whole thing, no matter what the political reasons, biased reporting, etc.,etc. the evidence shows that there is something more to this more than just a witch hunt. When a firearms company or any company will put profits before safety I can no longer trust them and will spend my hard earned cash else where.

I suggest that Remington come clean or risk losing many customers. I am one, for now anyway, at least on hold. We'll see if a satisfactory resolution to this dilemma will come about. I just want to know if I can trust the Remington guns I have or may purchase in the future.

Disappointed Remington Gun Owner,

Darrin Rousse

Question Reference #101102-000089

Product Level 1: Accessories

Date Created: 11/02/2010 04:57 PM

Last Updated: 11/05/2010 05:33 PM

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> -----
----- [---001:008078:30300---]

Reference #
101102-000089
Status
Updated
Assigned To
Administrators
Christy -
Product
Accessories
SLA
Not specified
Queue
CSR
Date Created
11/02/2010 04:57 PM
Initial Response
11/05/2010 05:33 PM
Last Updated
11/09/2010 04:56 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700 Trigger/Safety/Accidental Discharge**Discussion Thread****Customer (Darrin Rousse)**

Please send prepaid UPS label to:
Darrin Rousse
3811 Hunters Gate Ct.
Sugar Land, TX 77479
Thanks!
Darrin Rousse

#5057

11/09/2010 04:56 PM

From: Remington Information [mailto:info@remington.com]

Sent: Friday, November 05, 2010 4:33 PM

To: Rousse, Darrin

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Disappointed Remington Gun Owner,

Darrin Rouse

Primary Contact

First Name: Darrin

Last Name: Rouse

Organization:

Login: darrin.rousse@sbmoffshore.com

Title:

Contact Type:

Email: darrin.rousse@sbmoffshore.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/10/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXXXXXXXXXXXX	
DESCRIPTION: E6668206 700			

LABEL INFORMATION

MAIL LABEL TO:	Darrin Rouse 3811 Hunter's Gate Ct Sugar Land, TX 77479
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 11, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066780859
REF 1 DARRIN ROUSSE/CD/CM
REF 2:700/E6668206

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DCD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.54 PUB+HANDLING 10.54





