

Remington Arms Co., Inc.

Product Service

Legal Case #:4993

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212049	12/1/2010	11/5/2010	12/14/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John F.	Strong	1802 Brentwood Dr.	Mountain Home	AR	72653		H 870-425-6052 E jstrong@pmd34.hbs.edu

## Incident Information

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

11/5/10: CSR brought over a letter from customer. He stated that he experienced FSR with his rifle. He put the gun in gun case & quit using it. He saw CNBC show & now knows he is not the only one that has experienced this. He wants rifle to be safe to use. He wants to hand it down to grandson. He did not include his phone number. Asked us to contact him at his mailing address. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6610896	XW	12/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	H P H SPT GDS AMARILLO TX	two-oiece scope base	Y			

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
Repair under BLM program						

Repair/Replacement Cost Repair/Replacement Date

\$45.23

12/14/2010

11/5/10: Sending ARS, ltr, form. df 12/3/10: Unable to duplicate concern at bench. The trigger mechanism was slow to respond due to sticky residue build up and the bolt release had to be forced open to remove bolt. fls 12/8/10: Left msg for customer to call me. We can install new TA, clean, under BLM program. df 12/8/10: Customer called. Apprvd repair & pd by credit card. I will close case when I get parts list. df 12/14/10: Got parts list - closed file. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Build up of stichy residue, plant debris found stuck to trigger assembly and to follower spring.
Barrel	Description		24 inch Model 700 &mm Rem Mag caliber
	Date Code		XW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	some sticky residue on outside of bolt body
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	Stuck in receiver due to build up of sticky residue
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Non-Remington Components	Description	Two-piece scope base

**frmRepairMain - FGI Repairs**

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

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00212049** Serial: 6610896 Model 700 Center Fire Caliber: 7  
 MM-REM MAG Repairman: Status: Parked 12/3/2010 9:55:21 AM

**ADDRESS INFORMATION**

Customer: ☒ Received from: ☐ Return To: ☒ Received from:

Name: **JOHN STRONG** **JOHN STRONG**  
 Address 1: **1802 BRENTWOOD DR.** **1802 BRENTWOOD DR.**  
 Address 2:  PO Box:   
 City: **MOUNTAIN HOME** **MOUNTAIN HOME**  
 State: **AR** Zip Code: **72653** Country: **US** **AR** Zip Code: **72653** Country: **US**

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/1/2010 9:5...	New	lopatali	Repair Added	
12/1/2010 12...	EmailSent	ArmEmail	Repair Received	JSTRONG@
12/1/2010 12...	EmailVerified	ArmEmail	Receipt	JSTRONG@
12/3/2010 9:2...	Expedite	supryfl	From: Check In	To: Repair B
12/3/2010 9:5...	ParkedExt...	supryfl	Placed in PS Back Rack	Holding for d

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

**Current Status**  
 Parked  
 12/3/2010 9:55:21 AM  
 supryfl  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 Transfer Number

RECEIVED  
 DEC - 3 2010

BY: .....

4.5 lbs

Bolt stop frozen up

212049.

6610896

[COPY]

November 5, 2010

John F. Strong  
1802 Brentwood Dr.  
Mountain Home, AR 72653  
Ph: n/a

Ref: # 4993

Dear Mr. Strong,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.**

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Parked because customer wanted to be contacted - offer to clean an install New TA under the bolt lock modification program.

FRED 12/3/10

COPY

November 01, 2010

1802 Brentwood Dr  
Mountain Home, AR 72653-4267

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

Ref: Remington Model 700 self firing


Gentlemen:

In the early 1970's, I purchased a Remington Model 700 (S/N 6610896) for deer/elk hunting. I made several trips to the Rocky Mountain states in the immediate years following my purchase and I can recall on several occasions the rifle fired with out my touching the trigger. A couple of times this occurred as I was in the process of taking off the safety in preparation to unload the gun. Thank goodness no damage was done as I had the rifle pointed at the ground. However, as a result on these mysterious firing I determined I was not going to use this rifle again as I believed it to be unsafe and gave up rifle hunting. The rifle has been kept in its gun case ever since.

Last month I was watching CNBC when they programmed Remington Under Fire on October 20, 2010. It was clear from watching that program I was not the only one to experience an accidental firing with a Model 700. It was clear this issue has been experienced by many gun users several of whom have informed Remington of this safety issue with the safety/trigger mechanism of the Model 700 but it was unclear during my viewing the program if Remington has recalled the rifle or offered owners a fix for the problem.

Thus, I'm writing to seek your help in advising me on how to make my rifle safe to use without the worry that it will fire by it's self with out the shooter contacting the trigger. Advise me of your recommendations as I would like to give it to my grandson. You may contact me at the above letter head address.

Yours truly;

  
John F. Strong

Serial Number: 6610896  
Model: 700



RE00212049

Print

Reset

Model Number: <u>REM Model 700</u>		Serial Number: <u>6610896</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>JOHN STRONG</u>		Date of Purchase: <u>1971 ±</u>	
Address (no PO Boxes): <u>1802 BRENTWOOD DR</u>			
City: <u>MOUNTAIN HOME</u>	State: <u>AR</u>	Zip: <u>72653</u>	
Phone (Daytime): <u>870-425-6052</u>		Fax: <u>N/A</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>jstrong@pmd34.hbs.edu</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: <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>SELF FIRES. ON SEVERAL OCCASIONS THE RIFLE ACCIDENTAL FIRED W/O CONTACTING THE TRIGGER. THIS HAPPENED A COUPLE OF TIMES WHILE TAKING THE RIFLE "OFF" SAFETY. I HAVE NOT SHOT THIS RIFLE SINCE COCKING IT UP IN 1993 AFTER SHOOTING LESS THAN A BOX. SEE ATTACHED LETTER DATED 11-01-2010</p> </div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>7mm MAG</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>175 GR SOFT PT</u>			
Handload Information:			
Powder Used: <u>N/A</u>		Powder Weight: <u>N/A</u>	
Case/Hull Used: <u>/</u>		Primer Used: <u>/</u>	
Bullet Type/Shot Size: <u>/</u>		Reloader Used: <u>/</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	RIFLE HAS B-27N
How often do you clean the bore? (Months or Number of rounds)	LOCKED IN
How often do you clean the action? (Months or Number of rounds)	CASE SINCE
How often do you clean the trigger assembly? (Months or Number of rounds)	TAKING OUT
Brand of lubricant used:	OF SERVICE
How often do you lubricate the bore? (Months or Number of rounds)	IN 1973±
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) NEVER	
What were the services performed?) None	
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 Avenue</b> <b>Ilion, NY 13357</b>	
<input type="checkbox"/> <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>  :: Record the serial number of your firearm before sending it. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper	

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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. We process checks electronically through Check21.

NOTE - SEE COPY OF MY  
LETTER DATED 11-01-2010  
TO CONSUMER SERVICES  
WHICH IS ATTACHED.

278  
11-15-2010



4993

November 01, 2010

1802 Brentwood Dr  
Mountain Home, AR 72653-4267

NOV 04 2010

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

Received Date: \_\_\_\_\_  
CSR: \_\_\_\_\_  
Response Date: 11/5/10  
Response/Title: Product Service

Ref: Remington Model 700 self firing

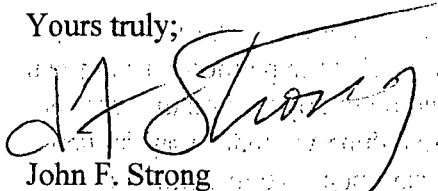
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Yours truly;

  
John F. Strong

115 TRMB  
1802 BENTWOOD DR  
MTN. HM. AR  
6924557C  
22653-4267

ANALYSIS OF

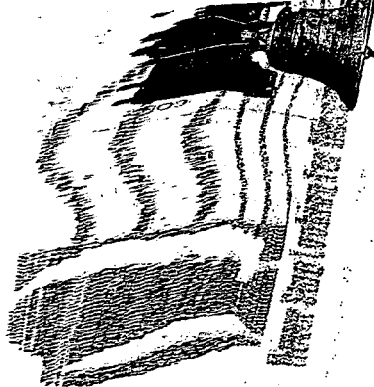
100-100000

Remington Arms Company, Inc  
E70 Remington Dr  
P.O. Box 700

MADISON, NC 27025-0700

ATTN: 2702340700

USMA Source



**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/5/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4993 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: John F. Strong 1802 Brentwood Dr. Mountain Home, AR 72653
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 8, 2010 ALL CURR USD 1 OF 1  
SVC CND COM ACT WT 10 0 LBS  
TRACKING# 124XX5969066255051  
REF 1: JOHN F STRONG/CD/DMF  
REF 2: 4993/RIFLE  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG. SVC T/P USD  
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 9.45 PUB+HANDLING 9 45