

Remington Arms Co., Inc.
Product Service
Legal Case #:5505

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/29/2010		11/28/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Wall	3528 Pineywood Trace	Birmingham	AL	35242		C 205-902-7418 E jawall@bellsouth.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1020 Fired on Bolt Opening			
C	Fired on bolt opening			

Customer sent an email in. He stated that on 11/28/10 his son Patrick was hunting with the rifle. He pointed the gun at the ground & when he lifted the bolt the gun fired. No damage, No injury. Customer is claiming that son suffered mental anguish. He did not ask for any type of compensation but feels we should recall the rifles. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6483971		
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS GN SPECL OLATHE KANSAS		U			

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/Replacement Cost	Repair/Replacement Date				

12/29/10: I will email letter & form. Box order# 1172844. I will ask media coord. to email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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[COPY]

24"
EU 10/71
2.5"
1008

5505

December 29, 2010

John Wall
3528 Pineywood Trace
Birmingham, AL 35242
Ph: 205-902-7418
Email: jawall@bellsouth.net

Ref: # 5505

Dear Mr. Wall,

You will receive a pre-paid shipping label in a separate email within 2 business days. 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

RECEIVED
JAN 25 2011

BY: _____

enclosure

Serial
Number

6483971

Model: 700



RE00220244

could not duplicate concern
T.A. set screws altered.
Replace TPA, clean + test
Fire under BCP for
\$20.00 + ship
Quote

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

Print

Reset

Model Number: <u>Model 700 ADL</u>		Serial Number: <u>6483971</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <i>Actually, my Mom bought it for me, I was in high school!</i>			
Name: <u>John A. Wall</u>		Date of Purchase: <u>Early 70's</u>	
Address (no PO Boxes): <u>3528 Piney Wood Trace</u>			
City: <u>Birmingham</u>	State: <u>AL</u>	Zip: <u>35242</u>	
Phone (Daytime): <u>205-902-7418</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Tomcat6@bellsouth.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>gun fired when bolt was raised to un load. Late November, 2010</u> <u>No, finger was not on trigger</u> <u>first, I saw the CVCB show, then this happened, then I complained to customer service. Not until later did I see the Remington web-page on inspecting rifles of this vintage. Please inspect rifle, I have completely. It's the best rifle I have ever shot, even if it is old just like me! there may be a little throat erosion, but it still shoots a sub-MOA group</u> <u>yes, I flip my trigger just like it is.</u>			
Manufacturer: <u>Remington</u>		Type: <u>150 gr Core Lock</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
<u>I have shot some handloads, but mostly Remington 150gr. Core lock</u>			
Handload Information:			
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>	
Firearms Care (Cleaning and Lubrication): <u></u>			

Brand of cleaning solution used: Hoppes #9 and Hoppe's Copper Solvent

How often do you clean the bore? (Months or Number of rounds) after every shooting session, or every 20 rounds

How often do you clean the action? (Months or Number of rounds) before & after hunting season

How often do you clean the trigger assembly? (Months or Number of rounds) before & after hunting season

Brand of lubricant used: 3 in 1 oil

How often do you lubricate the bore? (Months or Number of rounds) after every cleaning session

How often do you lubricate the action? (Months or Number of rounds) before & after hunting season

How often do you lubricate the trigger assembly? (Months or Number of rounds) before & after hunting season

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? I don't remember

What were the services performed? Cleaning - I clean better than they do, for the money & I suppose I could spend \$100 dollars and get a better job.

Ship your INSURED firearm by either UPS or Parcel Post to: have to spend

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

I have never cleaned the bolt. I didn't know they could be cleaned except by a gunsmith. Now I read when it is a regular item.

☒ **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.**

:: 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

Reference #	101207-000140
Status	Updated
Assigned To	Administrators
Dell -	
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	12/07/2010 10:26 PM
Initial Response	12/13/2010 08:55 AM
Last Updated	12/13/2010 02:56 PM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	+1 (on -3 to +3 scale)

Model 700 Misfire**Discussion Thread****Customer (John A. Wall)****12/13/2010 02:56 PM**

Thanks for your response . I'm sorry for the rant. I was upset. I'm a big Remington fan.

I have a Remington Model 700 ADL

7MM Remington Magnum

Serial Number 6483971 on the receiver

3971 on the bolt.

Mailing address

John A. Wall

3528 Pineywood Trace

Birmingham, AL 35242

Phone Number

205-902-7418

I do not have anything to ship a firearm in, what am I going to have to get?..I suppose all you want is the complete firearm, I'll have to remove the scope.

Again, Thanks for

your response

From:

Remington Information

To: jawall@bellsouth.net

Sent: Mon, December 13, 2010 7:55:37 AM

Subject: Model 700 Misfire [Incident: 101207-000140]

Response (Dell -)**12/13/2010 08:55 AM**

Dear Mr. Wall,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,

Dell

Customer (John A. Wall)**12/07/2010 10:26 PM**

I bought a Remington Model 700 ADL chambered for 7mm Remington Magnum in 1975, I believe. Being an Army brat and somewhat of a weapon enthusiast I take my weapon handling seriously. I have used this rifle continuously for deer hunting and never had a problem that I remember. I did have one misfire around 1984 or 1985, but I ejected the unfired cartridge. It did have a dent in the primer, so I properly disposed of the unfired cartridge. I have probably put a more than a thousand rounds through this rifle, on the range and while hunting. That is a lot of loading and unloading live rounds. I would have never suspected a spontaneous firing of this weapon, even with safe handling. I decided that since mine was made so long ago and I had had no problems, mine must have been one of the well made, well inspected Model 700's. Fast forward to Sunday evening, 11/28/2010. My 22 year old son Patrick, a senior in Software Engineering at Auburn University, was deer hunting. He was going to exit the tree stand. He pointed the rifle at the ground and picked up on the bolt to clear the live round from the chamber and the weapon fired. No finger on the trigger, no bumps in the stand, nothing. Fortunately, no injury was suffered except for an extremely large hole blown in the ground. He is suffering from a great deal of mental trauma as a result. Had I not seen the CNBC documentary and then reviewed a lot of information on the web, I would have immediately banned him from shooting or hunting with my weapons, for bad weapon handling. If it had happened to me and I had not seen the documentary, I would have chalked it up to my negligence also. But why, after all these years of denial, obfuscation, and gag-ordered out of court settlements, does Remington not just recall these rifles and install new triggers in them, or offer a substantive trade-in rebate on a new Model 700, or something? I have two of these things that I can't, or won't, decide for yourself, use now until I have new triggers put in them, that's going to be about \$400. But it's not about the repair money. It's about the years and years of risk that I was un-informed of and at least once it could have resulted in a fatality. Safe weapon handling prevented the injury, and there is no substitute for safe handling, but isn't there a reasonable expectation for a weapon to not fire when it is not supposed to fire? I am submitting this as anecdotal evidence for your file, more than anything else. I called my local warranty service center, and was basically told not use it; it will be a while before we can get to it, and maybe Remington will have an announcement in a few weeks. Not bad information, but I could have figured all of that out myself before I called.

Mental anguish? Yep. Betrayal? Yep. Never buy another Remington? Yep.

Thanks for your time.

John A. Wall

3528 Pineywood Trace

Birmingham, AL 35242

205-902-7418

Primary Contact

First Name: John A.

Last Name: Wall

Organization:

Login: jawall@bellsouth.net

Title:

Contact Type:

Email: jawall@bellsouth.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

Remington.

emailed to
customer

December 29, 2010

John Wall
3528 Pineywood Trace
Birmingham, AL 35242
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Ref: # 5505

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D. Fulcher
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Remington, H&R, Marlin
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enclosure

[COPY]

December 29, 2010

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Remington, H&R, Marlin
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Fax: 336-548-7872

enclosure

Print

Reset

Model		Serial	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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. :: 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.

Remington.

www.remington.com



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

ARS LABEL REQUEST FORM

DATE:	12/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR TO MAIL			
DESCRIPTION: Ref # 5505 rifle			

LABEL IN

MAIL LABEL TO: John Wall
3528 Pineywood Trace
Birmingham, AL 35242
Ph: 205-902-7418
Email: jawall@bellsouth.net

jawall@bellsouth.net

Email ARS to customer

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

4XX596 DEC 29, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067607991
REF 1: JOHN WALL/CO/DMF
REF 2: 5505/RIFLE

PLEASE COMPLETE ALL PARTS OF THIS

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:		RS 1.00	
DV 0.00	COD 0.00	SD 0.00	
DC 0.00	DGD 0.00	SP 0.00	
AH 0.00	PR 0.00	PUB+HANDLING 9.28	
TOT PUB CHG 9.28			









