

Remington Arms Co., Inc.
Product Service
Legal Case #:5969

Case information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226098	3/18/2011	3/7/2011	3/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Helfert	5315 Upper Mt. Vernon Rd.	Evansville	IN	47712		H 812-401-6826

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components	Unknown	
S	Concern:1008	Fired on Bolt Closing		
C	FBC			

Customer sent in a letter to CEO & American Rifleman. He stated that he watched the CNBC show. He has experienced a FBC with his rifle. He bought it new back in 1963. He took it to a local gunsmith & stated the gunsmith put lock tight on some of the screws and the problem seemed to be gone. He still doesn't trust the rifle & hasn't used it much. He doesn't want to pass it down to son or grandson. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/222 REM	n/a	102415	AL	3/1/1964
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	Y			

3/7/11: Please repair at n/c. dmf CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per lilon - Repair @ n/c - goodwill gesture	Repair/Replacement Cost	Repair/Replacement Date				
	\$59.64	3/28/2011				

3/7/11: Sending ARS, letter, form & box. Box order# 1198469. df 3/28/11: Per lilon - TA set screws altered. Trigger not returning properly. Safety detent snap washer mis-assembled. Replace TA, clean & test fire under BLM @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 222 REM
	Date Code		AL
	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		M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	O/S DOUBLE
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY, SAFETY SNAP WASHER MISASSM, APPEARS A SHOE WAS ON TRIG
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

24"
AL3/6
1.5"
.005

[COPY]

5969

March 7, 2011

Paul Helfert
5315 Upper Mt Vernon Rd
Evansville, IN 47712
Ph: 812-401-6826

Ref: # 5969, M/700

Dear Mr. Helfert,

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.

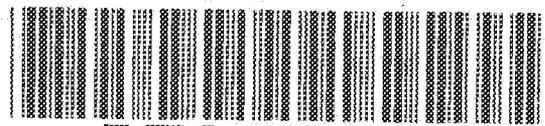
I hope that this action will keep you a loyal Remington customer.

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

RECEIVED
MAR 23 2011

BY:.....

102415
Model: 700



RE00226008

T.A. set screws altered, trigger NOT returning properly. Safety detect SNAP washer misalign. Replace TPA, clean + test fire under BLP ~~for~~
~~AT N/C~~ AT N/C
230195
~~AT N/C~~

Date: February 21, 2011

Remington Arms Company, Inc.
870 Remington Dr.
PO Box 700
Madison, NC 27025-0700

Attn: Mr. Tom Millner CEO/President

RE: Problems with my Model 700 rifle

Dear Sir,

This letter is being written to inform Remington about issues with my Mod 700 rifle. I viewed the recent broadcast of "Remington Under Fire" which makes me think that I am not the only person which has experienced problems with a Model 700 firing upon operating the bolt. A recent article in the American Rifleman publication seems to indicate that there is not a problem with the Model 700. I have also viewed Remington's response (shown on the internet) which leads everyone to believe the Model 700 has never fired due to operating the bolt. Well I have experienced a problem and want Remington and the author of the American Rifleman article to know what happened to me. A copy of this letter is being sent to the American Rifleman Magazine.

I purchased a Model 700, 222 mag new in 1963, SSN 1024xx (the exact date is unknown but I think late 1963 is very close). Actually two rifles were purchased at the same time, one was taken by a good personnel friend and one was for me. There were two issues with my rifle and I have not been satisfied with it since purchasing it. The first issue is "blown" primers and the second issue is the rifle discharged by merely closing the bolt (without touching the trigger). The other rifle also has problems with "blown" primers but has not ever fired due to operating the bolt. Following is a description of the events in the order in which they occurred.

The rifle was purchased along with several boxes of Remington ammunition. Upon firing it, I experienced problems with primers. Many of the primers had a center area bulged out and protruding well beyond flush from the case bottom. A few of the primers had the center area, a circular section, blown completely out and this small circular piece would actually get into the bolt action making it difficult to operate. The primers did not appear to have moved in the case and edges of the primers remained flush with the case bottom as they should be. After communications with Remington, the scope was removed and the rifle was shipped back to the factory to determine the cause of the problem. The actual cause is not known to me but Remington indicated they did some repair or modification and returned it saying that it was working fine now. A spent case fired in the rifle showing that the rifle is now fixed was included with the rifle as proof that it was fixed. The case provided did not have the bulging primer center and appeared as a normal fired case should. Upon firing the rifle it was obvious that the rifle was not fixed, at least not completely. The center area of the primers would

still push out on many of the fired cases, although not to the extent that they had before. And now none of the primers have the center section blown completely out as some did before. So the repair did make a difference and help but there was still a problem. The bulging primer issue is annoying but it does not seem to affect the accuracy or performance of the rifle. This bulging primer problem occurs in both factory ammunition and in my reloads of the Remington brass.

Not long after receiving the rifle back from the factory a new second issue was experienced. While loading the rifle and chambering a round, the rifle fired upon closing the bolt. Standing next to a friend during loading, the rifle fired into the ground near our feet. This "misfire" for lack of a better description was very scary and the gun was not reloaded until I had a chance to check it over. I did not touch the trigger and the gun, virtually new, was in good condition and clean. Later at home, the rifle was put through its paces, opening and closing the bolt in an attempt to repeat the problem, unloaded of course. The "misfire" was repeated with the rifle firing several times during both opening and closing of the bolt. At this time I did not have a great deal of confidence in the Remington Factory because of the recent primer issue which was not resolved as claimed. So the rifle was taken to a gunsmith known to me whose opinion I trusted. Also by taking the rifle to a local gunsmith rather than sending it back to the factory I did not have to remove and scope and deal with shipping it off again. I do not believe the gunsmith found an obvious problem but I do remember that he put "lock tight" on some of the screws. After getting the rifle back from the gunsmith, the problem seemed to be gone. I could not make the rifle repeat the "misfire" again. The bolt was opened and closed many times without the rifle "misfiring" again. To date the rifle has never "misfired" again. Years have passed and while the rifle seems to be fixed, I do not trust it and therefore have not shot it much. The bulging of primers still occurs to date. In fact the rifle was fired just a few weeks ago for the first time in years and almost all of the primers bulged out. Again recently the rifle bolt was opened and closed many times and it still has not repeated the "misfire".

A few years ago, at the NRA annual meeting in St Louis, I spoke to a couple of representatives from Remington and told them about both of my issues with this rifle and that I am still not happy with it. I was very disappointed in their apparent lack of interest. I realize they were not there to solve people's problems but rather to promote Remington Arms; however, it seems to me that they should know that the best way to promote a company is to have satisfied customers. In hind sight, it seems strange that they did not tell me about any other model 700 rifles having the same "misfiring" problem I described to them. It seems that they should have known about other complaints about the Model 700.

So now I have a rifle which has a problem with blown or bulging primers and a history of firing by merely closing the bolt. I have not varmint hunted with the rifle much nor has my son used it mostly because I just could not get over the "misfire". I equate the rifle with a rattle snake, something that might just bite you when you least expect it. The image of it firing into the ground at my feet is still vivid in my mind. The rifle has been used for target shooting at the range where the environment is much more controlled. I have not sold it nor have I given it to my son or grandson because I just do not trust it. In fact, my 50 year old son who is a big gun enthusiast has never fired it.

I have been a member of the NRA most of my life and consider myself a gun enthusiasts which enjoy hunting and target shooting. So please do not misconstrue this letter as anti gun or hunting, or even anti Remington, in fact I am very pro gun and own several Remington's. The intent of this letter is to let you know that this problem with a Model 700 did exist on at least one rifle. I know, because it happened to me with my new rifle. I do not know if any other manufacturer has ever had a similar problem or not, but I have fired a lot of different rifles in my life and this is the only one that fired while operating the bolt. In hindsight, it should have been sent back to the factory again at the time of the "misfire" problem instead of taking it to a gunsmith, but I did not. According to the recent "Remington Under Fire" program, it seems that there are other Model 700 rifles that have misfired, not just mine. Years ago, if I thought there were other rifles with a similar problem I would have sent it in to be checked. However, at the time I did not know of any other rifle with a similar problem. But now it seems that mine is not the only case and I want to notify Remington of the problems I experienced with a new rifle in 1963.

Retired and 74 years old, I am not computer literate and do not type, so this letter has been written by my son, John Helfert. The contents of this letter are per my verbal accounts of what happened. Please contact me at the address below.

Sincerely,



Paul Helfert
5315 Upper Mt Vernon Rd
Evansville In 47712

Cc John Helfert
American Rifleman Magazine Editor
American Rifleman
11250 Waples Mill Road
Fairfax, VA 22030-9400
File



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/7/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
RELEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5969 rifle			

LABEL INFORMATION

MAIL LABEL TO: Paul Helfert 5315 Upper Mt Vernon Rd Evansville, IN 47712 Ph: 812-401-6826
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 MAR 7, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5960068215264
 REF 1: PAUL HELFERT/CD/DMF
 REF 2: 5969/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DOD 0.00 RS 0.30
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 9.40 PUB+HANDLING 9.40



