

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5116

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218884	1/14/2011	11/17/2010	1/17/2011	11/14/2010			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Travis	Howard	2672 Scotts Ferry Rd	Appling	GA	30802		H 706-361-5982 E travis_howard@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Delayed firing	Concern:1023 Delayed Firing - Firearms		Unknown
C				

11/17/10 Per call from Howard, he had his 700 30-06 out Sunday and it was about 45 degrees, he was bearing down on the game and pulled the trigger and nothing happened, he went to open the bolt and it fired. When dry firing it later he noticed the click was much louder. He thinks it's about 5-6 years old. He had also sent an email to Remington.com, incid # 101116-000148 stating "I just leveled off on a wild pig and when I squeezed th trigger nothing happened. When I pulled the barrel up and went to use the bolt to unchamber the round as soon as I touched the bolt the gun discharged. I own a Model 700 30.06 serial number c6868962 I was told by a buddy of mine that these guns were dangerous and had trigger problems. I have owned this gun for several years and purchased it new in the box. I have sworn by it and never had a problem. I considered the gun reliable until today when had the gun not been pointed up could have killed me or anyone near me. Please advise on if there is a repair that needs to be made or if I should send the gun in. My buddy told me that there was something on the news about the problems that Remington has had with this model. 706-361-5982". Another sent on #101116-000148.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	25773	C6868962	AO	3/21/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	P & B ENTERPRISES INC	SCOPE BASE,RINGS	Y			

## CONCERN:DELAYED FIRING

## 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 fire at 1/2 normal cost.						
	Repair/Replacement Cost	Repair/Replacement Date				
		1/24/2011				

11/17/10 Emailing ARS and letter.cm 1/24/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm 1/24/11 Rec'd emails Friday from Howard after he rec'd his estimate. Left voice message for Howard Monday morning with inspection info and notated sticky parts. Asked how he cleaned trigger and if he needed an owner's manual.cm 1/24/11 Howard called and he has never cleaned the trigger or removed the stock. I provided cleaning info and am mailing him an owner's manual. He approved the repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/17/2011
	Product Type		RF
	Action Type		A
	Assigned To		T NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		AO
	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	Non-ISS	
Sear	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	4#
	Altered	False	SEALANT MISSING
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE, RINGS

**Mitchell, Christy**

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**To:** travis\_howard@comcast.net  
**Subject:** RE: Travis Howard 30.06 model 700

Ms Mitchell,

10:45

If your technician is not firing live rounds in the cold, outside, etc. he may never be able to "duplicate" the problem

*Sent via DROID on Verizon Wireless*

**From:** travis\_howard@comcast.net [mailto:travis\_howard@comcast.net]  
**Sent:** Friday, January 21, 2011 10:22 PM  
**To:** Mitchell, Christy  
**Subject:** RE: Travis Howard 30.06 model 700

Ms. Mitchell,

I don't mean to seem upset but I must admit that this is definitely not what I expected from Remington. When I was asked about my rifle and I related the story to a hunting buddy of mine that also had a problem with his 700 .270 a few years ago that Remington was taking care of me on it. He has shelved his 700 and shoots a Browning A bolt. Is this what I'm left to also?  
Travis Howard

*Sent via DROID on Verizon Wireless*

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**From:** travis\_howard@comcast.net [mailto:travis\_howard@comcast.net]  
**Sent:** Friday, January 21, 2011 10:22 PM  
**To:** Mitchell, Christy  
**Subject:** RE: Travis Howard 30.06 model 700

Ms. Mitchell,

I don't mean to seem upset but I must admit that this is definitely not what I expected from Remington. When I was asked about my rifle and I related the story to a hunting buddy of mine that also had a problem with his 700 .270 a few years ago that Remington was taking care of me on it. He has shelved his 700 and shoots a Browning A bolt. Is this what I'm left to also?  
Travis Howard

*Sent via DROID on Verizon Wireless*

-----Original message-----

**From:** "Mitchell, Christy" <Christy.Mitchell@remington.com>  
**To:** "travis\_howard@comcast.net" <travis\_howard@comcast.net>  
**Sent:** Sat, Jan 15, 2011 01:53:48 GMT+00:00  
**Subject:** RE: Travis Howard 30.06 model 700

Mr. Howard, they have just logged it into our Repair System and should assign it to a repairman for inspection by mid-next week. Hopefully I'll have some info end of next week or first part of the following. We are a bit behind after the holidays.

Your firearm is listed under repair number RE00218884.

Thank you for your patience.

72"  
A03/94  
y#  
1016

5116

November 17, 2010

706-541-2940

Travis Howard  
2672 Scotts Ferry Rd  
Appling, GA 30802

Subject: #5116, Model 700

Dear Mr. Howard,

Per our conversation, you should receive an email in the next 24-48 hours containing your UPS ground prepaid shipping label. 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](mailto:christy.mitchell@remington.com)

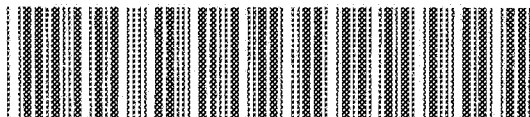
RECEIVED  
JAN 28 2011

BY:.....

enclosure

C6868962

Model: 700



RE00218884

could not duplicate concern  
T.A. Dirty. can offer to replace  
TPA, clean & test fire AT 1/2  
normal cost.

Quote

27  
20.48  
47.48

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Reference #  
101116-000148

Status  
Unresolved

Assigned To  
Not specified

SLA  
Not specified

Queue  
CSR

Date Created  
11/16/2010 09:41 PM

Initial Response  
None

Last Updated  
11/16/2010 09:41 PM

Customer SmartSense  
+1 (on -3 to +3 scale)  
Staff SmartSense  
0 (on -3 to +3 scale)

## 30.06 Model 700 misfire

### Discussion Thread

Customer (1 travis\_howard@comcast.net)

11/16/2010 09:41 PM

Hello,  
I wrote my original email 2 days ago on Sunday November 14th from the woods about 10 minutes after a mishap with my model 700 30.06<tel:7003006>. I am sending this because I have had no response as of today. Sunday morning I took aim on a wild boar and squeezed the trigger. Instead of the reassuring "boom" I normally get I instead got a small "click". I pointed the rifle up and just as I touched the bolt to unchamber the round the gun fired in my hands. I had to sit down at that point because it really shook me up. I have owned my rifle for several years and never experienced this before. I have a friend who said "he saw something on the news" regarding this trigger problem Remington has has with the 700. I have always sworn by my Remington rifle and keep it maintained and clean. Is there repair that needs to be made? Second email  
Please respond,  
Thank you.  
Travis Howard  
travis\_howard@comcast.nettravis\_howard@comcast.net>  
Sent via DROID on Verizon Wireless

### Primary Contact

First Name: 1  
Last Name: travis\_howard@comcast.net  
Organization:  
Login: travis\_howard@comcast.net  
Title:  
Contact Type:  
Email: travis\_howard@comcast.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

Reference #
101114-000013
Status
Solved
Assigned To
Administrators
Del -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/14/2010 09:26 AM
Initial Response
None
Last Updated
11/17/2010 11:22 AM
Date Closed
11/17/2010 11:22 AM
Customer SmartSense
-1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

**Discharge****Discussion Thread**

Note (Christy -)

11/17/2010 11:22 AM

I responded to his 2nd email after receiving a phone call from him on 11/17/10. Closing this incident.

Customer (1 travis\_howard@comcast.net)

11/14/2010 09:26 AM

I am in the as I write this. I just leveled off on a wild pig and when I squeezed th trigger nothing happened. When I pulled the barrel up and went to use the bolt to unchamber the round as soon as I touched the bolt the gun discharged. I own a Model 700 30.06<tel:7003006> serial number c6668962<tel:6668962> I was told by a buddy of mine that these guns were dangerous and had trigger problems. I have owned this gun for several years and purchased it new in the box. I have sworn by it and never had a problem. I considered the gun reliable until today when had the gun not been pointed up could have killed me or anyone near me. Please advise on if there is a repair that needs to be made or if I should send the gun in. My buddy told me that there was something on the news about the problems that Remington has had with this model.

Thank You,

Travis Howard

travis\_howard@comcast.net  
706-361-5982<tel:7063615982>

Sent via DROID on Verizon Wireless

**Primary Contact**

First Name: 1

Last Name: travis\_howard@comcast.net

Organization:

Login: travis\_howard@comcast.net

Title:

Contact Type:

Email: travis\_howard@comcast.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**

Email

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/17/2010	REQUESTED BY:	chrsty
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE</b>			
MEDIA	Email to him at:		
COORDINATOR	<u>travis_howard@comcast.net</u>		
TO MAIL	I WILL A		
DESCRIPTION:	700	4XX586 NOV 17, 2010 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 1Z4XX5869067260692 REF 1: TRAVISHOWARD/CD/CM REF 2: 700  HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD DV 0.00 COB 0.00 RS 1.00 DC 0.00 DCD 0.00 SD 0.00 AM 0.00 PR 0.00 SP 0.00 TOT PUB CHG 9.24 PUB+HANDLING 9.24	

LABEL INI

MAIL LABEL TO:	Travis Howard 2672 Scotts Ferry Rd Appling, GA 30602
	Email to him at: <u>travis_howard@comcast.net</u>
RETURN ITEM TO:	Rem Product Service

*1cd*  
travis\_howard@comcast.net

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

