

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6188

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228651	4/12/2011	5/11/2011	5/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Louis	Guidroz	5113 Oak Way	Northport	AL	35473		H 205-344-1881 E louis.guidroz@gmail.com

Incident Information

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

5/24/11 Per letter with rifle, a few yrs ago he was hunting with this rifle and had the opportunity of a shot at a buck. He aimed and pushed the safety to fire, pulled the trigger and nothing happened. He put the safety back on and then pushed it back to fire. He pulled the trigger again and nothing happened so he took the gun from his shoulder and relaxed when it all of a sudden went off. The total elapsed time between his first pull on the trigger and the gun going off was probably 5 seconds. He bolted another shell and fired and the gun worked and he made the shot. He took it to a local gunsmith and he cleaned it. He dry fired it a few times. Louis took it hunting again a short time after that and the same thing happened again. He was using Rem CL ammo at the time of both misfires but he is positive that it was not an ammo problem.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	B6475286	PD	6/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS HQ ATLANTA GA		Y			

CONCERN: DELAYED FIRING

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CL /	7MM MAG				
Concern	Other	Factory	Reload			
0:		Y	N			

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 owner, destroy, he does not want quoted repairs						

Repair/Replacement Cost Repair/Replacement Date

5/24/11 Per Ilion, could not duplicate concern. Trigger asm has a sticky residue causing parts to work sluggish. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm 5/26/11 Emailed quote/inspect.cm 6/13/11 Guidroz emailed that he does not want this rifle back. I called him and offered to take the cost of shipping off but he said he would not feel safe with this rifle and would prefer that we destroy it. I recommended an Action Cleaner for cleaning the small internal parts of his firearms after checking the manufacturer's recommendations. He will send me an email stating that he wants it destroyed and not sent back.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date		5/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	-
Barrel	Description		24" 7MM REM MAG
	Date Code		PD
	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	BINDS
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	MARS,DENTS,SCRATCHES
	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	STICKY LUBE RESIDUE,PARTS WORK SLUGGISH
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

## **Mitchell, Christy**

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**From:** Louis Guidroz [louis.guidroz@gmail.com]  
**Sent:** Monday, June 13, 2011 12:12 PM  
**To:** Mitchell, Christy  
**Subject:** Remington Model 700, repair # 228651, Louis Guidroz

Christy,

Per our phone conversation this morning, I understand that Remington found the trigger mechanism to have sticky residue which was the probable cause of the delay firing. I also understand that you offered to install a new trigger mechanism for the normal and reasonable charge. Due to my 2 previous close calls with this rifle, I will still not be comfortable with this firearm, even with the recommended repairs. I would like to decline the repair and return of this rifle, and I give Remington my permission to scrap this firearm.

Sincerely,

Louis Guidroz

6188

24"  
PO 6/83  
54  
.008

Print

Reset

<b>Model</b> Number: 700 BDL		<b>Serial</b> Number: B6475286	
<b>Are you the original owner?:</b> <input checked="" type="radio"/> YES <input type="radio"/> NO			
<b>Name:</b> Louis Guidroz		<b>Date of Purchase:</b> 1984	
<b>Address (no PO Boxes):</b> 5113 Oak Way			
<b>City:</b> Northport		<b>State:</b> AL	<b>Zip:</b> 35473
<b>Phone (Daytime):</b> 205-344-1881		<b>Fax:</b>	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent) louis.guidroz@gmail.com			
<b>E-mail Address:</b> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> SEE ATTACHED.			

could not duplicate concern  
T.A. has a sticky residue  
CAUSING PART TO WORK SLEGGISH,  
CAN ORDER TO REP W/ACT PA, CLEAN &  
TEST FIRE AT 1/2 NORMAL COST.

*Quake*

Serial Number:

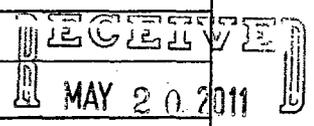
**B6475286**  
Model: **700**



**RE00228651**

Characters left

Information:



<b>Manufacturer:</b> Remington		<b>Type:</b> Core-Lokt	
<b>Other (i.e. bullet weight/type, shot size, powder):</b> 7mm mag			<b>BY:</b> .....
<b>Handload Information:</b>			
<b>Powder Used:</b>		<b>Powder Weight:</b>	
<b>Case/Hull Used:</b>		<b>Primer Used:</b>	
<b>Bullet Type/Shot Size:</b>		<b>Reloader Used:</b>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: Hoppe's or Outers
How often do you clean the bore? (Months or Number of rounds) every 10 rounds
How often do you clean the action? (Months or Number of rounds) every 10 rounds
How often do you clean the trigger assembly? (Months or Number of rounds) I did not clean
Brand of lubricant used: Various brands
How often do you lubricate the bore? (Months or Number of rounds) every 10 rounds
How often do you lubricate the action? (Months or Number of rounds) every 10 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds) every 10 rounds
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <b>YES</b> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) never
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</b>
<input type="checkbox"/>  :: 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.

Date: April 1, 2011

To: Remington Service Dept.

From: Louis Guidroz

Re: Model 700 Problem

Per your request, the enclosed Remington Model 700 BDL in the 7mm Mag caliber, is being sent to the factory to check out a delay fire problem that I have had. The Serial Number is B6475286 and it has "PD" stamped on the barrel, which I believe would put it being manufactured in June 1983. I am the original and only owner of this rifle, and it has never been misused or damaged at any time. If I had to make an estimate, I would say this firearm has had less than 400 rounds through it since I have owned it.

A few years ago, I was deer hunting with this rifle and I had the opportunity of a shot at a buck. I aimed my rifle and pushed the safety to the "fire" position. I aimed and pulled the trigger, and nothing happened. It was as if the safety were still on, so I pulled the safety back to the "safe" position and then back to "fire" which confirmed that the gun was on "fire" as I thought it was originally. I pulled the trigger again, and still nothing. Not knowing what was wrong, I took the gun from my shoulder and relaxed just looking at the gun wondering what the problem was. All of the sudden the gun went off unexpectedly in my hands. The total elapsed time between my first pull on the trigger and the gun going off was probably 5 seconds. As I recovered from the sudden scare, I watched the deer run to the far end of the food plot and stop and look back at me. I bolted in another shell and fired, and the gun worked normally and I made the shot.

I took the gun to a local gunsmith and told him about my problem. He said the trigger and/or bolt mechanism was probably dirty and I left it with him to get a good cleaning. When I picked up the gun, the gunsmith said he had cleaned everything up good, and dry fired the gun a few times and said the trigger felt good. I took the rifle hunting again a short time after my visit to the gunsmith, and the same exact thing happened again. This time I was more prepared and held on tight until the gun went off. This time as I bolted in another shell the deer ran out of sight, but reappeared a couple of minutes later, and again, I made the shot. When I got home from that hunting trip, I taped a big "Danger-this gun misfires" note around the rifle and locked it up in the gun safe- it has been there ever since.

I was using Remington Core-Lokt ammo at the time of both misfires, but I am positive that it was not an ammo problem. I am absolutely positive that the firing pin did not release on trigger pull, because there was no loud audible "click" of the firing pin releasing and hitting the primer. I am also positive that there was a delayed release of the firing pin because in both instances I was not pulling the trigger or cycling the safety, or doing anything other than just holding the gun when it went off.

As I said earlier, this happened a few years ago, and I should have probably done something earlier, but I didn't. With that said, I just no longer feel safe having this gun in my home. I have read a lot of things on the problems with the pre 1982 model 700's, however, my gun does not fall into that date range, and mine is a problem of a different kind. I also have not found anything describing a problem similar to mine.

So my question is has Remington seen this type of problem before, and if so, is there a fix? If not, what should my course of action be? If there is a fix available, I would love to have it repaired and keep it, however, if there is not a definite fix that will give me peace of mind that this gun is 100% safe, I do not want to keep possession of it any longer. Please let me know what you recommend. Below is my contact info.

Louis Guidroz  
5113 Oak Way  
Northport, AL 35473

Cell Phone 205-344-1881

Thank you for your assistance,

