

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5974

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239804	9/2/2011	3/8/2011	9/20/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Ratcliffe	103 West Sherwood Dr	Mobile	AL	36606		H 251-432-7600 E ratcliffelaw@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot friends truck door	Cause:4006	Altered Adjustments or Components	
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

3/8/11 per email to Remington.com, incid # 110225-000037, "I own a Remington 700 ADL 270 caliber that I bought from a friend around 1978 or 1979. I have never had any trouble with it but it did fire once when I was unloading it. That happened around 30 years ago. No one was hurt but it did shoot through my friends truck door. I never figured out why it went off and thought that maybe I had accidentally touched the trigger. I have recently read about possible trigger problems with the 700 and that Remington has offered to retrofit the 700s by removing the bolt lock so it can be unloaded with the safety on."cm 9/9/11 Per note with rifle, the gun fired while it was being unloaded.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6491833	RU	11/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	WALTER CRAIG SELMA ALA	AFT MKT STK	N			

CONCERN: FBC

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
Quoting to replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	40.90	9/20/2011				

3/8/11 Mailing ARS.cm 9/20/11 will replace TPA, clean, test fire at BLSM program price of \$20 + S&H. Emailed quote to Ratcliffe.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENANCE
	Description		22" 270 WIN
	Date Code		RU
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	STICKY
	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	Worn; Functioning	DID NOT CLOSE ON X MAX PLUG
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Not Functioning	ACTION VERY DIRTY,STICKY
	Stock Condition	---Select---	AFT MKT
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	---Select---	VERY DIRTY & HAS A DRIED AND STICKY LUBE RESIDUE CAUSING PARTS TO BIND WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		AFT MKT STK

5974

March 8, 2011

David Ratcliffe  
103 West Sherwood Dr  
Mobile, AL 36606

Subject: #5974, Model 700

Dear Mr. Ratcliffe,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you 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)

Number: 6491833

Model: 700



RE00239804

RECEIVED  
SEP 08 2011

BY: \_\_\_\_\_

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)

PS 24574

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700		Serial Number: 6491833	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: David Rutcliffe		Date of Purchase: 1978	
Address (no PO Boxes): <del>103</del> 103 W. Sherwood Dr			
City: Mobile		State: AL	Zip: 36606
Phone (Daytime): 251 432 7600		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ratcliffelaw@gmail.com			
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:  The gun fired while it was being unloaded			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Cant remember	
Other (i.e. bullet weight/type, shot size, powder):		130 gr maybe core lead	
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	every 6 months
How often do you clean the action? (Months or Number of rounds)	seldom
How often do you clean the trigger assembly? (Months or Number of rounds)	seldom
Brand of lubricant used:	esp remington
How often do you lubricate the bore? (Months or Number of rounds)	every 6 months
How often do you lubricate the action? (Months or Number of rounds)	every 6 months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	seldom
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?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<p>⚠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.</p> <p>:: 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.</p>	

# 5974

<b>Reference #</b>
110225-000037
<b>Status</b>
Waiting
<b>Assigned To</b>
Administrators Christy -
<b>Product</b>
Firearms
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
02/25/2011 12:10 PM
<b>Initial Response</b>
03/07/2011 06:44 PM
<b>Last Updated</b>
03/08/2011 12:36 PM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
0 (on -3 to +3 scale)

**remington 700 adl****Discussion Thread****Response (Christy -)**

03/08/2011 12:36 PM

Mr. Ratcliffe, I will mail the prepaid UPS ground shipping label to you soon.

Since your rifle has a bolt lock (locks the bolt down while on safe) we can remove the bolt lock or if necessary, replace the trigger that contains that bolt lock, for \$20 + shipping and tax. This excludes any other parts that may be worn or damaged since production.

We will contact you after inspection if there are ANY charges to get your approval before starting the repair.

**Customer (David Ratcliffe)**

03/08/2011 08:26 AM

Christy Mitchell: Please send the address label to David Ratcliffe 103 West Sherwood Drive, Mobile, AL 36606. What would Remington charge to retrofit the rifle?

----- Original Message -----

From: "Remington Information"

To: [ratcliffelaw@comcast.net](mailto:ratcliffelaw@comcast.net)

Sent: Monday, March 7, 2011 5:44:27 PM

Subject: remington 700 adl [Incident: 110225-000037]

**Customer (David Ratcliffe)**

03/08/2011 08:26 AM

----- Original Message -----

From: "Remington Information"

To: [ratcliffelaw@comcast.net](mailto:ratcliffelaw@comcast.net)

Sent: Monday, March 7, 2011 5:44:27 PM

Subject: remington 700 adl [Incident: 110225-000037]

Christy: Please send the address label. I tried to set up an membership on Remington's website but got blocked for some reason. What would Remington charge to retrofit my rifle?

David Ratcliffe

**Response (Christy -)**

03/07/2011 06:44 PM

Mr. Ratcliffe, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipping into our factory for inspection of the rifle. After inspection we would contact you with the results and resolution. If you would like the label sent please forward the mailing address or if you prefer, we can email it to you. You would just need to print the label and tape it to your shipping box, then take it to a UPS terminal for shipment.

Thank you for your patience.

Sincerely,  
Christy Mitchell

**Customer (David Ratcliffe)**

02/25/2011 12:10 PM

Hi: I own a Remington 700 ADL 270 caliber that I bought from a friend around 1978 or 1979. I have never had any trouble with it but it did fire once when I was unloading it. That happened around 30 years ago. No one was hurt but it did shoot through my friends truck door. I never figured out why it went off and thought that maybe I had accidentally touched the trigger. I have recently read about possible trigger problems with the 700 and that Remington has offered to retrofit the 700s by removing the bolt lock so it can be unloaded with the safety on. Where can I have that done?

My email address is [ratcliffelaw@gmail.com](mailto:ratcliffelaw@gmail.com) and phone is 251-432-7600. Thanks

David Ratcliffe

**Primary Contact**

**First Name:** David

**Last Name:** Ratcliffe

**Organization:**

**Login:** [ratcliffelaw@comcast.net](mailto:ratcliffelaw@comcast.net)

**Title:**

**Contact Type:**

**Email:** [ratcliffelaw@comcast.net](mailto:ratcliffelaw@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**

## Dodson, Cathy

**From:** Mitchell, Christy  
**Sent:** Tuesday, March 08, 2011 12:37 PM  
**To:** Dodson, Cathy  
**Subject:** ARS for Ratcliffe: I'm having computer issues

### ARS LABEL REQUEST FORM

DATE:	3/8/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK</b> <input checked="" type="checkbox"/> ONE MEDIA COORDINATOR TO MAIL		<input type="checkbox"/> XX <input type="checkbox"/> I WILL MAIL	
DESCRIPTION: 700			

### LABEL INFORMATION

MAIL LABEL TO:	David Ratcliffe 103 West Sherwood Drive Mobile, AL 36606
RETURN ITEM TO:	Rem Product Service

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

870 Remington Dr.

Madison, NC 27025-0700

Phone: 336.548.8684

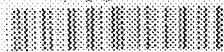
Fax: 336.548.7872 or 336-548-7784

4XX596 MAR 8, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067783256  
REF 1: DAVID RATCLIFFE/CD/CM  
REF 2: 700

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
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 10.04 PUB+HANDLING 10.04

6491833

Model 700



RE00239004











