

Remington Arms Co., Inc.
Product Service
Legal Case #:7529

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
264941	4/16/2012	3/27/2012	4/12/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Dwinnell	6612 Morgan Ave South	Richfield	MN	55423		H 612-866-1252

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired on safety release	Concern:1007 Fired on Safe Release		
C				

3/27/12 Per call from Derek Watkins, Dwinnell's Model 700 has fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/TMM REM MA	n/a	B6740294	WF	8/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	BURGER BROS INC 55420	TWO PIECE BASE	U			

CONCERN: FSR

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 Watkins, replace						
TPA no charge						

Repair/Replacement Cost	Repair/Replacement Date
47.40	4/24/2012

3/27/12 Sending ARS and box to have the rifle ship to Watkins for inspection.cm 4/12/12 Per Watkins, replace TPA no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		
	Exam Date		4/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		Derek Watkins
		Could Not	The rifle was put through a series of function tests - 5 follow down, 5 FSR, 5 trick and 5 fire tests. The rifle passed all function tests. The claim of FSR

Cause	4038	Duplicate Concern	could not be duplicated. Examination of the rifle revealed the bolt release was pinned aga
Barrel	Description		Standard Contour
	Date Code		WF
	Bore Plugged	False	
	Bulged	False	
	Fired	True	
	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	was heavily deformed and no longer part of the bolt assembly
	Cut Condition	Slightly Worn; Functioning	cracked and heavily damaged
	Ext/Eject Test	False	
Magazine	Condition	Abused; Not Functioning	the magazine well was deformed
	Box Condition	Slightly Worn; Functioning	the magazine had been split
Overall	Exterior Condition	Like new; Functioning	the rifle was in multiple pieces
	Stock Condition	Like new; Functioning	
	Fore End Condition	Like new; Functioning	the f/e was no longer attached to the rifle
Receiver	Condition	Like new; Functioning	the receiver had been split in 2 pieces
	Bulged	False	n/a
Safety	Description		the safety actuation forces were high
	Function	Slightly Worn; Functioning	
Tests	Test Fired	False	n/a
	Feeding Test	False	n/a
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	felt normal, was not measured with a gauge
	Altered	False	Engagement .018 inches

Customer Name: Dwinell

Repair#

B6740294

Part	Sub-Part	Code	Comment
Examination	Examiner	Derek Watkins	
	Exam Date	4/11/2012	
	Product Type	M700 BDL	
	Action Type	Bolt - 7MM Rem Mag	
	Assigned To		
Cause		Owner Claims FSR	The rifle was put through a series of function tests - 5 follow down, 5 FSR, 5 trick and 5 fire tests. The rifle passed all function tests. The claim of FSR could not be duplicated. Examination of the rifle revealed the bolt release was pinned against the fire control by the trigger guard and was not functioning. A heavy grease (looked like butter) was found on the exterior of the fire control, the interior of the stock, and inside the fire control. A sticky residue was found on the sides of the sear and the inside surfaces of the fire control side plates. Evidence of improper maintenance and use of improper lubricants.
Barrel	Description	Standard Contour	
	Date Code	WF	
	Bore Plugged	No	
	Bulged	No	
	Fired	Yes	
	Fired while Obstructed	No	
	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	
	Ejector	slightly worn, functioning	
Extractor	Condition	slightly worn, functioning	was heavily deformed and no longer part of the bolt assembly
	Cut Condition	slightly worn, functioning	cracked and heavily damaged
	Ext/Eject Test	N/A	
Magazine	Condition	abused, not functioning	the magazine well was deformed
	Box Condition	slightly worn, functioning	the magazine had been split
Overall	Exterior Condition	like new, functioning	the rifle was in multiple pieces
	Stock Condition	like new, functioning	
	Fore End Condition	like new, functioning	the fore end was no longer attached to the rifle.
Receiver	Condition	like new, functioning	the receiver had been split in two pieces
	Bulged	N/A	
Safety	Description	slightly worn, functioning	the safety actuation forces were high
	Function	Yes	
	Sub-Assembly	N/A	
Tests	Test Fired	N/A	
	Feeding Test	N/a	
Trigger	Condition	slightly worn, functioning	
	Pull	N/A	felt normal, was not measured with a gauge
	Altered	No	Engagement .018 inches
	Sub-Assembly	N/A	

Mitchell, Christy

From: Watkins, Derek L.
Sent: Thursday, April 12, 2012 11:40 AM
To: Mitchell, Christy
Subject: Dwinnell Case (7529)
Attachments: PS inspect checklist - Dwinnell 4-11-2012.xlsx

Christy,

I have completed the firearm exam on Mr. Dwinnell's M700, see attached. The rifle is being sent to Tommy Nagel to have the fire control replaced with a X-Mark Pro and then returned to Mr. Dwinnell at no charge. Mr. Dwinnell's name is spelled incorrectly in the case file (7529), please have it corrected.

Thanks,

Derek L. Watkins | Director, Product Technology Integration
Remington Arms Company, LLC

315 W. Ring Road, Elizabethtown, KY 42701
Phone 270.769.7656 | Cell 336.698.5723 | Fax 270.737.9576 | derek.watkins@remington.com

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Mr Charles T Dwinell
6612 Morgan Ave S
Minneapolis MN 55423-2132

7529

COPY

March 27, 2012

Charles Dwinell
6612 Morgan Ave South
Richfield, MN 55423

Subject: Case # 7529, Model 700 Barrel

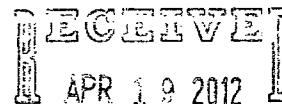
Dear Mr. Dwinell,

Enclosed is a prepaid shipping label to cover shipment of the firearm to Derek Watkins for inspection. Please include a copy of this letter inside with the rifle before sealing. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.**

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

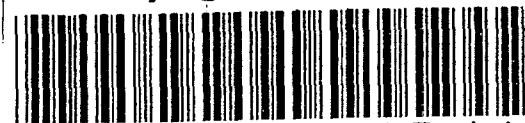


enclosure

BY:.....

B6740294

Model: 700



RE00264941

*Per Agreement to replace TPA,
clean + test A + N/C*

#260974

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

PS 27543

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

Model Number: <u>Model 700</u>		Serial Number: <u>B6740294</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Charles Dwinnett</u>		Date of Purchase: <u>1980's</u>	
Address (no PO Boxes): <u>6612 Murph Ave S</u>			
City: <u>Richfield</u>		State: <u>MN</u>	Zip: <u>55423</u>
Phone (Daytime): <u>612-866-1257</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>C.dwinnett@comcast.net</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Information enclosed 2nd previous</u> <u>phone calls</u> <u>Safety mal function</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u>N/A</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):	I've taken the best possible
Brand of cleaning solution used:	Care of this rifle -
How often do you clean the bore? (Months or Number of rounds)	I have this rifle.
How often do you clean the action? (Months or Number of rounds)	The problem was
How often do you clean the trigger assembly? (Months or Number of rounds)	Very disappointing
Brand of lubricant used:	Cleaned after every
How often do you lubricate the bore? (Months or Number of rounds)	use. Gun probably
How often do you lubricate the action? (Months or Number of rounds)	shot less than
How often do you lubricate the trigger assembly? (Months or Number of rounds)	50 times.
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
⚠ 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.	

Remington Arms Co. Inc.
Company Firearm Withdrawal Authorization
Plant Pass: PP00002245

Responsible Party
withdrawing the Firearm: Derek Watkins

Exit Date: Thursday April 12, 2012

Expected Return Date: Not To Be Returned

Destination: Remington Arms Co. LLC
14 Hoefler Ave.
Ilion, NY 13357

Purpose: customer's gun (Dwinnell)

#	SerialNbr	MaterialNbr	ModelID	Manufactured By
1	B6740294		700	Remington Arms

Signature of
Responsible Employee:

[Signature] Date: 4/12/2012

Approval Signature:

[Signature] Date: 4/12/2012

Exit Verification By Security:

[Signature] Date: 4/12/2012

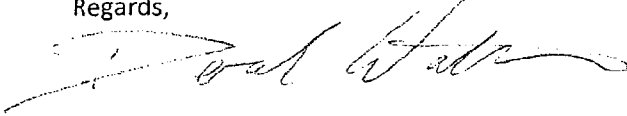
Return Verification by Security:

_____ Date: _____

Tommy Nagel,

Enclosed is Mr. Dwinnell's rifle (B6740294). Mr. Dwinnell claims to have had an FSR occur three times. I have conducted a firearm exam and my findings are attached. Please replace the fire control with an X-Mark Pro and return the rifle to Mr. Dwinnell at no charge.

Regards,



Derek L. Watkins | Director, Product Technology Integration
Remington Arms Company, LLC

315 W. Ring Road, Elizabethtown, KY 42701
Phone 270.769.7656 | Cell 336.698.5723 | Fax 270.737.9576 | derek.watkins@remington.com

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SWAT Officer Dennis Quilio's Remington 700 Experiences

There is a potential danger lurking within what is likely the most popular rifle in use by police SWAT marksmen in this country. The Remington Model 700 is probably used by more SWAT teams than any other model of rifle, and for good reasons. It is accurate, and reasonably priced. At a time when other rifles for tactical marksman use are selling for \$2000 to well over \$4000 each without optics, the Remington M700 lists for well under \$1000 with accuracy routinely better than minute-of-angle (about one inch at one hundred yards). In fact, the M700 is arguably the most popular bolt-action sporting rifle in the world, with over 4 million produced, including the US Army's M24 and Marine Corp's M40 sniper rifles.

The problem is that every M700 rifle manufactured before 2007 has the potential to fire when moving the safety from the "Safe" to the "Fire" position. It is an inherent design flaw, which was not fixed for the first forty-five years of the M700's production and has been in use by Remington on other rifles since 1946. Most SWAT snipers and their supervisors are unaware of this problem and put their officers, the public, and suspects at risk of injury or death every time their team deploys on a mission. The Remington Model 700 PSS rifle (and every other version of the Remington M700) has the potential to fire upon releasing the safety.

I have been aware of this potential for about seventeen years, and have had proof of it for eight. As an instructor with the Washington State Criminal Justice Training Commission, teaching at both Basic and Advanced SWAT Scout/Marksman (Sniper) courses, I see a significant number of the snipers coming through these courses armed with M700s as their primary rifle. The fact that almost none of these officers coming through our program for the first time have heard of this problem tells me the word is not getting out. Obviously, their supervisors are not aware of the potential danger with these rifles either, or they would have said something to their new snipers when they issued the rifles.

The problem has been documented before in print media such as Consumer Reports and Business Week¹ and has been covered by the CBS Evening News². Although the information is there, it's only available if you know to look for it. I have heard anecdotes of police snipers losing their positions on SWAT teams because of inadvertent discharges with their rifles, and it's very likely at least some of those discharges were the fault of the

¹ Remington Faces a Misfiring Squad, Business Week, 23 May, 1994

² Fixing a Fatal Flaw, CBS News, 6 Feb, 2001 and 6 Mar, 2002

rifle they were using. I have personally spoken with military snipers who have had their M24 (military version of the M700) discharge when they released the safety. The King County (WA) Sheriff's Department SWAT team had a brand new M700 in 2004 which would fire as the safety was released. In the civilian world, people have been maimed and killed at least in part because of defective Remington rifle triggers³. Obviously, this information needs to make its way to the police sniper community at large, and this is my effort to do just that.

I'm not out to disparage Remington. Overall, their rifles are fine weapons, especially when you consider the level of accuracy you get for the money, and they have taken steps (albeit slowly) to correct the problem. Remingtons are by no means the only rifles I have observed problems with. Any mechanical device can develop a problem. The fact remains, however, that there is a potentially unsafe condition in all Remington Model 700 rifles manufactured prior to 2007, and that includes most of the rifles currently in police SWAT service. The difference between an occasional mechanical malfunction with other makes of rifles and the Remington's tendency to malfunction is that Remington's is a faulty design that went unaddressed for over sixty years.

I first heard about the possibility of Remington M700s firing when the safety was released when I was assigned as a sniper on our SWAT team in 1992. The sniper team leader at that time told me our policy was to load the magazine and chamber a round, but not to completely close/lock the bolt. We didn't use the safety because of the known condition with the Remington trigger, and our version of safe was to leave the bolt handle up. That left us with a loaded rifle ready for immediate use, but it couldn't be fired inadvertently. I heard the story in more detail from a different source at a sniper course I attended in 1994. Since we had a remedy for the problem (leaving the bolt handle up), I never really worried about it; we just didn't use the safety. We operated that way for the next eight years.

In 2001, one of our snipers was crawling through some brush on a call-out and his rifle fired, sending a round into the garage of a house down the street. Apparently his bolt was bumped, which closed it all the way and the trigger got caught on some brush while he was low crawling. I was the team leader then and had to explain to the department administration and Internal Affairs why we didn't use the safeties supplied on our rifles. After the internal investigation, the department and SWAT team administrators decided that the rifles would not be deployed unless the safety was engaged.

³ Remington Faces a Misfiring Squad, Business Week, 23 May, 1994

I called Remington and spoke with a customer service representative who told me that there was no problem with the rifles as designed and manufactured. The only rifles Remington had seen with the problem I described had been woefully neglected and dirty to the point the trigger mechanism was affected, and/or had unauthorized trigger work. The rep also said she wasn't aware of any issues on post 1982 M700s. Prior to 1982, the bolt could not be opened with the safety "on". They fixed that situation and all rifles made after 1982 could be safely manipulated with the safety on. Remington's official stance, however, was that it was not done in the name of safety. They claimed "(t)he removal of the bolt lock in 1982 was due to customer preference. This was not at all related to a safety issue."⁴

This was good news and bad news for us- good news because our rifles had been manufactured in 1989 and 1990 (we bought them new for the 1990 Goodwill Games), but bad news because when we got them, one of our shade-tree gun mechanics had adjusted all the trigger pulls so they were consistent from rifle-to-rifle at 3 ½ lbs. We immediately sent all six rifles to the Remington repair center in Oregon to have the triggers re-set to factory specs. They did that with three of the rifles and totally replaced the trigger assemblies on the other three.

When we got the rifles back in August, 2001, we began using the safeties religiously. At a training session just three months later, one of our snipers had his loaded rifle sitting on the bench facing down-range. As he got behind the rifle, he reached up and pushed the safety "off" with one finger of his firing hand. He did not have a finger on the trigger and the incident was witnessed by another sniper. When he took the recently repaired rifle off safe, it fired. After some experimenting, we were able to re-create this condition several times. We played with the other guns, and two of our other rifles were susceptible to the same problem. Three of our six rifles were prone to a condition that Remington officially denied could occur.

With no confidence in Remington, I began to do some research to try to find a fix, whether it was a new trigger or a new rifle. I knew that we'd never convince our department's administration to approve the purchase of six new rifles if we couldn't justify it. What I found was rather disturbing.

⁴ Remington Faces a Misfiring Squad, Business Week, 23 May, 1994

As early as 1946, the designer of the trigger, Merle (Mike) Walker, notified his superiors of this potential safety flaw when it was used in the then-new M721⁵. Remington not only failed to heed his warning, but used the same trigger on several subsequent models of rifle, including the M700. Over the years, Remington had been sued a number of times for injuries caused by their rifles discharging unintentionally. Remington prevailed in court eight out of twelve times after 1981 and negotiated eighteen more settlements⁶. In 1981, Remington was developing a trigger assembly that would have removed the bolt lock, insured the trigger couldn't move with the safety "on", and made the trigger "inoperative when adjusted out of spec." By their own estimate, it would have cost an additional 32 cents per gun to implement those changes⁷, yet they chose not to.

Then, in 1989 a lawsuit arose stemming from a discharge in which a hunter lost his foot. For the first time in court, internal Remington documents from the past four decades were introduced as evidence⁸. Those documents showed Remington had knowledge of the faulty triggers for the previous forty plus years, but had chosen to conceal that fact from the public and failed to act on the information due to financial reasons. Remington's estimate was that only one percent of the Walker designed triggers were susceptible to the "fire on safe" or "fire on release" condition. To find that one percent would require the recall of the 2 million M700 rifles produced prior to 1975 "just to find 20,000 that are susceptible to this condition"⁹. Remington made the decision to not take that step as they felt it "would undercut the message we plan to communicate to the public concerning proper gun handling."¹⁰ Due to the introduction of those internal documents, the jury awarded the plaintiff \$17 million dollars, \$15 million of which were punitive.

In October, 2000, nine year old Gus Barber of Montana was killed when his mom tried to load her Remington Model 700 after a hunting trip. She had a pre-1982 model and when she released the safety to open the bolt, the rifle discharged, killing her son. While it's easy to castigate his mom for poor muzzle control, there was actually more to the story and it wasn't quite that simple. CBS News even did a news segment on the problem in

⁵ internal Remington document, "Theoretical Unsafe Conditions of M/721 Safety, M. H. Walker, 3 Dec, 1946

⁶ Remington Faces a Misfiring Squad, Business Week, 23 May, 1994

⁷ Remington inter-departmental correspondence, 23 Jun, 1981

⁸ Remington Faces a Misfiring Squad, Business Week, 23 May, 1994

⁹ Remington Product Safety Subcommittee Meeting, 2 Jan, 1979

¹⁰ *ibid*

2001 using Gus Barber as the centerpiece¹¹. The upshot was that Remington was again the center of controversy because of their poor trigger design.

After learning all this and obtaining the documentation to back it up, I wrote up a proposal for my agency to acquire new rifles, recommending we get away from the M700. In short order, the money was approved for our team to obtain new sniper rifles and we haven't looked back.

Since then, the Barber lawsuit resulted in Remington instituting a recall of certain pre-1982 bolt action rifles to correct this condition; not every rifle Remington produced in the last sixty years has used the Walker trigger, but the majority have. Finally, in 2007, the company began producing M700s with a re-designed trigger that cannot be fired when the safety is released, the X-Mark Pro. Remington still only acknowledges a defect with the pre-1982 rifles and limited their recall to those, but it is worth noting that the problems my team experienced were with rifles manufactured well after the bolt and safety modifications were introduced, which allowed the bolt to be manipulated with the safety on. The reason for that is simple: the problem was never with the bolt or the safety mechanism. The problem has always been with the trigger. The truth of the matter is that any Remington Model 700 manufactured before 2007 has the potential to fire when the safety is released.

On the training range, this is easily dealt with by keeping the weapon pointed in a safe direction while loaded. On a live operation, there is no completely safe area to point the weapon. We routinely have our rifles pointed over the heads and in the vicinity of the entry element, and in the direction of suspects. Almost everywhere else we could possibly point the rifle (except at the ground, which is frequently not possible) has the potential for having innocent civilians in harm's way, whether in the next apartment, next block or next neighborhood.

What, then, to do? Not every team can afford to immediately dump their sniper rifles and buy new ones, especially in today's economy. Fortunately, that doesn't have to be the only solution. Simply changing the Walker trigger for one made by Timney, Shilen, Jewell or others can be a cost-effective remedy; about \$100 and up, plus the services of a gunsmith. Even Remington's X-Mark Pro trigger can be purchased separately and installed on an older rifle. Although several of these aftermarket triggers are advertised as

¹¹ Fixing a Fatal Flaw, CBS News, 6 Feb, 2001 and 6 Mar, 2002

"drop-in" or "no-gunsmithing", I highly recommend having the work done by a professional.

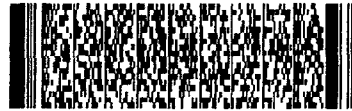
Again, I'm not putting down Remington. Dollar for dollar, they offer one of the best values available to law enforcement agencies. And, to their credit, they have changed the trigger to the much safer X-Mark Pro and began producing all M700s with that trigger at the beginning of 2007. However, there are thousands of the older rifles still in police service all across the country, and it is vitally important for us as a community to recognize their inherent weakness and take the necessary steps to prevent a tragedy.

Copyright 2009

Dennis W. Quilio



ShipRequest™



Ship To: Charles Dwenell
Company:
Address 1: 6612 Morgan Ave South
Address 2:
Address 3:
City: Richfield
State/Province: Minnesota
ZIP/Postal Code: 55423
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Tue, April 3, 2012
Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell
email: Christy.Mitchell@remington.com

Date: 03-28-12 22 lb 3 oz

Acct #	: 230145	Base	:\$ 13.67
Cust #	: 0DL0000006704	Spc S	:\$ 0.00
Zip/Zone	: 55423 / 5	Addl	:\$ 0.00
Trk #	: 1Z4XX5960300027941		
Pkg ID #	: 8800	Total	\$ 13.67
Service	: UPS Ground		



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/27/2012	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lb
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: Remington 700			

LABEL INFORMATION

MAIL LABEL TO:	Charles Dwennel 6612 Morgan Ave South Richfield, MN 55423 612-866-1252
RETURN ITEM TO:	Remington R&D Attn: Derek Watkins Case # 7529 Lonoke, AR

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

4XX596 MAR 28, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDGOM BL WT 10.0 LBS
TRACKING# 1Z4XX5969067481608 ALL CURRENCY USD
REF 1:CHARLES DWENNEL/LAR/CM
REF 2:CASE #7529

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 9.66	PUB+HANDLING 9.66

I'll keep this short. If you find interest in my problem I hope your office will contact me. I purchased a Remington 700 rifle in 1986 [7mm mauser magnum]. I use to be a deer hunter but lost interest for various reasons. Twice since about 2008 I had the gun discharge when engaging the safety while practice shooting. I thought it was my fault ,why else could this happen. {I was ashamed}. My brother-in-law was with me on one occasion and was upset with me. The safety was very hard to disengage so I took it to a friend to look at it. He went on the internet and found this was a common problem to this gun. I was shocked but relieved. The replacement part is 125 dollars. I called Remington but they kept disconnecting me. Thank god nobody was hurt. I'm not looking to sue but shouldn't there have been a recall. If somebody reads the enclosed document I think they will find it shocking.

Respectfully
Charles Dwinnell

DW

Remington®

MATERIAL SHIPPER & RETURNS

Remington Arms Co., Inc.
Research & Development Center
315 W. Ring Road
Elizabethtown, KY 42701
Phone: (270) 769-7600 Fax: (270) 737-9576

P. O. # _____
DATE _____

DISPOSITION REASON ☐ RETURNED FOR CREDIT ☐ REPAIR RETURN ☐ REVIEW & RETURN ☒ OFF-SITE SHIPMENT ☐ OTHER EXPLAIN:

MATERIAL TO BE RETURNED - OR MATERIAL TO BE SHIPPED OFF-SITE

QUANTITY	DESCRIPTION: (NOTE: IF SHIPPING FIREARMS INCLUDE THE FOLLOWING INFO: MAKE, MODEL, CAL/GA, S/N, TYPE)
1	M700 Rifle Mr. Dwinnell CB6740294

DISPOSITION

BASIS:

SHIP TO: Remington
STREET AND NO. 14 Hoeft Ave
CITY: Ilion NY 13357
ATTENTION OF: Tommy Nage
MARK PACKAGE: _____
SHIP VIA: UPS
☐ PREPAID ☐ COLLECT

CHARGE TO PROJECT: Legal
AUTHORIZED BY: [Signature]
SHIPPING DEPARTMENT
VALUE: \$600 WEIGHT: 10 lbs.
OF PACKAGES: 1
SHIPPER NAME: Jeff Wade
DATE SHIPPED: 4-12-12

