

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5373

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215790	12/22/2010	12/9/2010	1/18/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Delbert W	Crawford	3990 Duggan Dr	San Jose	CA	95118		H 408-269-5371 E del-iori3@sbcglobal.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	unexplained problem	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

12/9/10 Per email sent to Remington.com, incid #101128-000051, "I want my defective trigger mechanism fixed!" In a 2nd response from Crawford, he says he had an issue and has a witness.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	B6276933	RA	11/26/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CNTR MONTDALE PA	FRT BASE	U			

## CONCERN:FIRES WITHOUT PULLING TRIG

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 owner, return as received						
Repair/Replacement Cost	Repair/Replacement Date					

12/9/10 Mailing ARS.cm 1/10/11 Per Ilion, sear frozen to trigger assm side plates from a dried lubrication residue. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping. Emailed Crawford results, awaiting reply.cm 1/10/11 Spoke with Crawford by phone and he wanted a guarantee that debris or poor maintenance could not cause the rifle to accidentally discharge if we install the XMark Pro. I asked Nagle to give him a call after he felt that I was not understanding him. I would not tell him that if it was not maintained properly that he couldn't have a failure.cm 1/11/11 Per Nagle, "Because he wanted a guarantee on a "never-fail" trigger assembly (especially if it was never maintained), and I wouldn't concur - he wants it returned as received."cm

## Examination[Remington/CF/BA]

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5373&Type=Case>

1/18/2011

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		RA
	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	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Not	

		Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	SEAR FROZEN TO SIDE PLATES FROM DRIED LUBE RESIDUE
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		FRT BASE

**Mitchell, Christy**

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**From:** Nagle, Thomas J.  
**Sent:** Tuesday, January 18, 2011 11:52 AM  
**To:** Mitchell, Christy  
**Subject:** FW: Case 5373, Repair 215790, Delbert Crawford

fyi

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**From:** Nagle, Thomas J.  
**Sent:** Tuesday, January 11, 2011 2:47 PM  
**To:** Mitchell, Christy  
**Subject:** RE: Case 5373, Repair 215790, Delbert Crawford

Because he wanted a guarantee on a "never-fail" trigger assembly (especially if it was never maintained), and I wouldn't concur – he wants it returned as received.

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**From:** Mitchell, Christy  
**Sent:** Monday, January 10, 2011 2:57 PM  
**To:** Nagle, Thomas J.  
**Subject:** Case 5373, Repair 215790, Delbert Crawford

Tom, could you contact this gentleman to further discuss the X-Mark Pro trigger? He thinks that I am not understanding him. He would like us to be able to say with certainty that the X-Mark Pro could not fail due to poor maintenance or debris. He said if it has debris that it should fail to fire but that it should never fire due to debris in the trigger.

Please call him at 408-269-5371 and update when you can or update case # 5373. It is still on approval hold.

Thanks,

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

870 Remington Dr.

Madison, NC 27025-0700

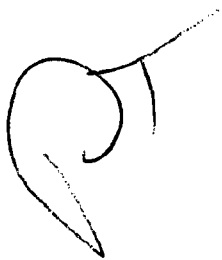
Phone: 336.548.8684

Fax: 336.548.7872 or 336-548-7784

**Freedom Group Family of Companies**

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,  
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced  
Armament Corp., Barnes Bullets, INTC

5373

24"  
RA 11/80  
10+  
1007

December 9, 2010

Delbert W. Crawford  
3990 Duggan Dr.  
San Jose Ca. 95118

Subject: #5373, Model 700

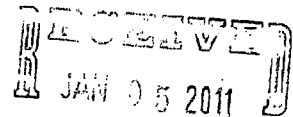
Dear Mr. Crawford,

Thank you for your patience. Enclosed is a 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 box 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)



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

Serial frozen to T.A. side plates  
from a dried lubrication residue  
Replaced TPA, cleaned & test fire  
under BCP for \$20.00 + ship

Quote

B6276933

Model: 700



RE00215790

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)

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

Dec 13 2010

Model Number: <u>Remington</u> <u>700</u>	Serial Number: <u>B6276933</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Delbert W. Crawford</u>	Date of Purchase: _____
Address (no PO Boxes): <u>3990 Duggan Dr.,</u>	
City: <u>San Jose</u>	State: <u>CA</u> Zip: <u>95118</u>
Phone (Daytime): <u>408-269-5371</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>del-lori3@sbglobal.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>Gun fires without pulling the trigger.</u> <u>Many dates!</u> <u>Have Witness on</u> <u>Oct, 2010</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>Model 700</u>
Other (i.e. bullet weight/type, shot size, powder): <u><del>Rem</del> Rem Core Lock</u> <u>130 Gr</u>	
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:	Rem oil
How often do you clean the bore? (Months or Number of rounds)	Before & After use
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	Less Than 20 rounds from New
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
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?)	
Never	
What were the services performed?)	
None	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

<b>Reference #</b>	<b>700</b>
101128-000051	
<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>	
11/28/2010 02:11 PM	
<b>Initial Response</b>	
12/01/2010 10:59 AM	
<b>Last Updated</b>	
12/08/2010 09:25 PM	
<b>Customer SmartSense</b>	
+1 (on -3 to +3 scale)	
<b>Staff SmartSense</b>	
+1 (on -3 to +3 scale)	

**Discussion Thread****Response (Christy -)**

12/08/2010 09:25 PM

Mr. Crawford, we can send you a prepaid UPS ground shipping label to pay for shipment into the factory for inspection. After inspection we would put the firearm on hold and call you with the findings and resolution and get your approval to go ahead. I will go ahead and request that a label be mailed to you and will send a letter with my contact information as well.

Sincerely,  
Christy Mitchell

**Note (Daniel -)**

12/02/2010 02:43 PM

apparently he has a problem then that wasn't mentioned prior. I guess its a product service thing now

**Customer (Del & Lorraine)**

12/02/2010 01:11 PM

Good response, but do not assume my gun is fixed! I am in no hurry to get this resolved as I do not plan on using the gun in any near future. It will remain in my gun cabinet along with all of my other Remington guns with out problems until it is free of this defect.

You mentioned proper maintance and that may well be the problem of intermittent firing do some sticking part ,safety etc.

If the design of this trigger mechnasum, requires proper maintance or it will go off. Then it is defective in design. Better to have it refuse to fire do to lack of maintance.

I will send a copy of correspondence to my friend in Phone as he was here when it happened and also has this model gun in 243 for his spouse.

Delbert Crawford

From: Remington Information [mailto:[info@remington.com](mailto:info@remington.com)]

Sent: Wednesday, December 01, 2010 7:59 AM

To: [del-lori3@sbcglobal.net](mailto:del-lori3@sbcglobal.net)

Subject: 700 [Incident: 101128-000051]

**Response (Daniel -)**

12/01/2010 10:59 AM

Recently CNBC produced an "expose" claiming that the trigger mechanism of the Model 700 rifle has a deadly design flaw. This claim is demonstrably false. Remington stands fully behind the safety and reliability of the Model 700 rifle. Whether by our hunters, target shooters, law enforcement officers, or military forces, the Model 700 has been put to the test billions of times under the most grueling and challenging conditions. The rifle's performance over the last five decades has led to its well-deserved reputation as the finest and most-trusted bolt action rifle in the world. Supported by trial lawyers and a hired expert, CNBC sensationalizes tragic shooting accidents and takes decades-old documents out of context to smear Remington, its employees, and the iconic Model 700. Clearly, CNBC had no interest in providing a fair and accurate history of the Model 700. Rather, CNBC turned a blind eye to the multitude of facts - both provided by Remington and otherwise readily available - in order to demonize another member of the firearms industry.

Both Remington and experts hired by plaintiff attorneys have conducted testing on guns returned from the field, which were alleged to have fired without a trigger pull, and neither has ever been able to duplicate such an event on guns which had been properly maintained and which had not been altered after sale. Mr. Belk, a paid plaintiffs' expert, was given extensive air time by CNBC to espouse his theory that the Remington 700 is defective because the trigger "connector" supposedly allows debris to interfere with the trigger mechanism (the "debris theory"). In statements made under oath, however, Mr. Belk has demonstrated the implausibility of the theory upon which he and CNBC rely.

- He admitted he has never found debris or contaminants to be interfering with the trigger and connector in a Model 700 rifle he had examined.
- He admitted that he has never attempted to duplicate his "debris theory" because the possibility of producing such an inadvertent firing is simply too remote.
- He admitted that accidental discharges can and do occur as a result of unknowing inadvertent trigger pulls, and that many use these excuses to avoid embarrassment or blame.

to see more information on some of the omissions and inaccuracies portrayed by CNBC please see the below link:

[www.remington700.tv](http://www.remington700.tv)

and the document:

<http://remington700.tv/pdf/Remington10-29-10.pdf>

**Customer (Del & Lorraine)**

11/28/2010 02:11 PM

I want my defective trigger mechanism fixed!

Delbert W. Crawford

3990 Duggan dr.

San Jose Ca.

95118

408 269 5371

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p\\_sid=n...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=n...) 12/9/2010

===== image File Attachment =====  
P1030798.JPG, 1183903 bytes, added to incident

### Primary Contact

First Name: Del &  
Last Name: Lorraine  
Organization:  
Login: del-lori3@sboglobal.net  
Title:  
Contact Type:  
Email: del-lori3@sboglobal.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

### File Attachments

Name	Size	Content Type
P1030798.JPG	1.13m	image/jpeg

**Remington.**

www.remington.com

5373

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

## ARS LABEL REQUEST FORM

DATE:	8-Dec	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
DESCRIPTION:		I WILL MAIL	
700			

## LABEL INFORMATION

MAIL LABEL TO:	Delbert W. Crawford 3990 Duggan dr. San Jose Ca. 95118
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969067448412  
 REF 1: DELBERT CRAWFORD/CD/CM  
 REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.74	PUB+HANDLING	11.74



