

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5416

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217527	1/5/2011	12/13/2010	1/5/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Gamble	1114 Taylor Rd. PO Box 41	Kalama	WA	98625		H 360-673-4035 E gambler@scattercreek.com

## Incident Information

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

Customer sent in an email. He stated that he loves the rifle but he has had a FSR with it. Wants to send it in for repair. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6809041	XY	12/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	HARRIS STROH HAYWARD CAL		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 Ilion - Quote to repair under BLM program						

Repair/Replacement Cost Repair/Replacement Date

\$48.16 1/17/2011

12/13/10: I will email ltr &amp; form. I will ask media coord to email ARS. df 1/17/11: Per Ilion - Could not duplicate concern. TA set screws altered, TA dirty &amp; sticky. Parts work sluggish. Replace TA, clean &amp; test fire under BLM program - quote. I called cust. &amp; left msg with factory findings &amp; to contact me about quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		XY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5416&Type=Case>

1/17/2011

	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	SLUGGISH
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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	---Select---	AFT MKT DM STK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY MIN TRIG RETURN PARTS WORK SLUGGISH
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

To Whom It May Concern, I have enclosed the discussion with Dell. I never did get the form to fill out but the problem is as follows. Appx. 3 years ago the rifle discharged when I was unloading it, I thought that I had somehow touched the trigger and put the whole thing off as a stupid mistake. I had arrived back at the vehicle after a long hunt. I reached down and removed the clip, I thumbed the safety to fire so I could open the bolt to remove the round and the rifle fired. As I said before I thought that I had somehow touched the trigger and put it off as a stupid mistake. The next few hunting seasons I never had a problem. This year it happened twice. The first time, as above, I returned to the vehicle after a two or three hour hunt. I removed the clip, thumbed the safety to fire and it did, this time it tore up my left thumb, scared the hell out of me! But as before I thought that I had somehow touched the trigger. The second time, this year, we had only been gone about fifteen minutes, returned to the vehicle I removed the clip, thumbed the safety to fire and it did just that. By this time I was paranoid about keeping fingers clear of the trigger, I KNOW I DID NOT TOUCH THE TRIGGER!!! The rest of the season I did not carry a round in the chamber. As I said before this is my favorite rifle and I would sure hate to have to give it up. Dell asks what you are expecting. I do not expect something for nothing. I would like the rifle to be repaired by professionals and sent back to me in a usable condition. I might add, with the rifle unloaded I have tried repeatedly to duplicate the condition and I have not been able to. What ever can be done will be very much appreciated. Thanks. Rich.

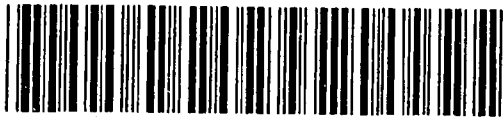
P.S. Would like to add often times in the field, when I change shoulders, when I take the rifle down the safety is off and sometimes the bolt will be partially open. The thought here is frightening.

Also tell the powers that if they would make this rifle in SS. With a detachable mag. In L.H. I would be one of the first in line to purchase one.

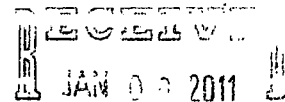
Serial Number:

6809041

Model: 700



RE00217527



BY:.....

RICHARD GAMBLE 3606734035 1114 TAYLOR RD. KALAMA WA 98625		10 LBS	1 OF 1
SHIP TO: REMINGTON ARMS PRODUCT SERVICES 14 HOFER AVE. ILION NY 13357		RS	

could not duplicate concern.  
T.A. set screws altered, T.A.  
Dirty & sticky parts work  
sluggish. Replace TPA, clean  
& rest fire under BLP  
Don \$ 20.00 + ship

Quote

## Problem with model 700 rifle

### Discussion Thread

#### Response (Dell)

12/13/2010 08:31 AM

Dear Mr. Gamble,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,

Dell

#### Customer (The Gambles)

12/03/2010 01:12 PM

Gentlemen

My name is Richard Gamble. I own a model 700 LH. Rifle chambered for 270 win. # is 6809041. Out of all of my rifles this is my favorite, you can litterley drive tacks with it, wish you would make one in SS. To the problem, it has happened to me three times, twice this hunting season, after I get back from my hunt and unload the rifle, when I push the safety ahead to unload the rifle discharges. The first couple of times I thought that I had inadvertently touched the trigger, but after the first time this season I became paranoid about it. The second time it happened this year I KNOW I DID NOT TOUCH THE TRIGGER. My question is what do I do now? I am finding that with the pending law souts no one seems to want to touch it. I am writing you in hopes that you have a solution. As I said before this is my favorite rifle, but if I can not find a solution it will have to sit in the gun safe next hunting season. Anything thing you can do will be much appreciated.

Thanks, Richard Gamble

#### Details

Reference Number	101203-000054
Product	Firearms
Category	
Created Date	12/03/2010 01:12 PM
Updated	12/13/2010 08:31 AM
Status	Waiting

<b>Reference #</b>
101203-000054
<b>Status</b>
Updated
<b>Assigned To</b>
Administrators Dell -
<b>Product</b>
Firearms
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
12/03/2010 01:12 PM
<b>Initial Response</b>
12/13/2010 08:31 AM
<b>Last Updated</b>
12/13/2010 01:12 PM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

## Problem with model 700 rifle

### Discussion Thread

Customer (The Gambles)

12/13/2010 01:12 PM

Attn. Dell, Thanks for returning with a answer. The ser. # and rifle caliber are on my first writing. You ask what am I expecting? I do not expect something for nothing. I am not interested in becoming involved in legal actions. My intention with my letter was to see if Remington had come up with a fix for the problem. I would be glad to take the rifle to a authorized repair center, I will be glad to send the rifle to you as you have requested. Just tell me your wishes and I will do my best to comply. The mailing address here is as follows POB 41 Kalama, Washington 98625. Physical address is 1114 Taylor road Kalama, Washington, 98625

ph# 360-673-4035

From: Remington Information

Sent: Monday, December 13, 2010 5:31 AM

To: gambler@scattercreek.com

Subject: Problem with model 700 rifle [Incident: 101203-000054]

Response (Dell -)

12/13/2010 08:31 AM

Dear Mr. Gamble,  
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

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Thanks, Richard Gamble

### Primary Contact

First Name: The

Last Name: Gambles

Organization:

Login: gambler@scattercreek.com

Title:

Contact Type:

Email: gambler@scattercreek.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

### Additional Information

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p\\_...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_...) 12/13/2010

**Remington**

*Emailed to customer*

December 13, 201

Richard Gamble  
1114 Taylor Rd.  
PO Box 41  
Kalama, WA 98625  
Ph: 360-673-4035  
Email: gambler@scattercreek.com

Ref: # 5416

Dear Mr. Gamble,

**You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

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)

**COPY**

December 13, 2010

Richard Gamble  
1114 Taylor Rd.  
PO Box 41  
Kalama, WA 98625  
Ph: 360-673-4035  
Email: gambler@scattercreek.com

Ref: # 5416

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Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

<b>Model</b>		<b>Serial</b>	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			



Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input type="text"/>
What were the services performed?) <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<p><input type="checkbox"/> <b>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.</b></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,</p> <p>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</p>

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.

**Fulcher, Dell Marie**

---

**From:** postmaster@remington.com  
**To:** gambler@scattercreek.com  
**Sent:** Monday, December 13, 2010 5:31 PM  
**Subject:** Relayed: Richard Gamble - Ref# 5416

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

[gambler@scattercreek.com](mailto:gambler@scattercreek.com)

Subject: Richard Gamble - Ref# 5416

**Fulcher, Dell Marie**

---

**From:** The Gambles [gambler@scattercreek.com]  
**To:** Fulcher, Dell Marie; Fulcher, Dell Marie  
**Sent:** Monday, December 13, 2010 9:40 PM  
**Subject:** Read: Richard Gamble - Ref# 5416

Your message was read on Monday, December 13, 2010 9:39:44 PM (GMT-05:00) Eastern Time (US & Canada).

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		XXXXXX	
TO MAIL			
DESCRIPTION: Ref # 5416 rifle			

## LABEL

MAIL LABEL TO: Richard Gamble 1114 Taylor Rd. PO Box 41 Kalama, WA 98625 Ph: 360-673-4035 Email: gambler@scattercreek.com	gambler@scattercreek.com
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 DEC 14, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 124XX5969066383154  
REF 1: RICHARD GAMBLE/CD/DMF  
REF 2: 5416/RIFLE

HANDLING CHARGE 0.00 SVC T/P USD  
SINGLE-PIECE PUB RATE CHRG: RS 1.00  
DV 0.00 COD 0.00 SD 0.00  
DC 0.00 DGD 0.00 SP 0.00  
AH 0.00 PR 0.00  
TOT PUB CHG 12.24 PUB+HANDLING 12.24

ND TO THE MEDIA COORDINATOR

