

## Section A

General Denial  
Customer Complaints

Customer (Bud Caretti) - 12/04/2005 09:35 AM

My 15 year old daughter has a 3 year old Model 700 243cal. This hunting season when she clicked the safety off the gun fired. This happened several times, once injuring her nose. I took the rifle to a local gunsmith who removed the trigger to find that the grease you installed during manufacturing had gummed up the trigger. He cleaned it out and now it seems to be working properly. This rifle has less than 1 box of shells fired, and has been carried about 10 days in the field. I was wondering if this trigger should be replaced and if you have had this sort of problem with this model rifle?

Thanks, Bud Caretti

Auto-Response - 12/04/2005 09:35 AM

No matches were found.

Discussion Thread

Response (Dell) - 12/09/2005 03:21 PM

Dear Bud,

Thank you for taking the time to write into us. We are not aware of the issue that you experienced in the Model 700.

According to the serial number that you provided, your Model 700 was produced in 2002.

As with any new firearm, it should be thoroughly cleaned before using. Be sure to clean the entire gun before and after long-term storage, and no less than once a year. It's also important to clean your gun whenever it's been exposed to adverse conditions such as rain, dirt, mud, snow, sleet or saltwater.

For safe and dependable operation of your firearm, all parts of your gun must be properly cleaned and lubricated. Periodically inspect the internal workings of your firearm to be sure they're clean and free of rust, unwanted dirt and debris.

Use recommended lubricants on your gun and do not over-lubricate. Excessive use of a non-recommended lubricant could adversely affect the function and safe operation of your firearm. Remember, you are responsible for the proper care and maintenance of your firearm. Failure to properly maintain your firearm can ruin your firearm.

If you would like for our factory to inspect your firearm, please print out the Factory Repair Form at the following link.

[http://www.remington.com/support/repair\\_services/factory\\_repair\\_form.asp](http://www.remington.com/support/repair_services/factory_repair_form.asp)

Customer (Bud Caretti) - 12/09/2005 11:43 PM

Let me tell you again that this rifle was used very little. It was cleaned before and after each of the 2 hunting seasons in Pa. which lasts 2 weeks. I was not aware that the trigger needed to be removed from the rifle to be cleaned. The rifle was not out in adverse conditions as my daughter does like to hunt in them. I, along with the gunsmith I took it to feel that it was a manufacturing problem with this rifle. The fact that it injured her I feel that there should be more of an answer than "clean your gun"

( PS 7644

Discussion Thread

12/17/2005



PS  
1565

November 29, 1961

RECEIVED

J. A. STEKL

RECEIVED

Patrick McCaffrey  
15 Bramble Woods Lane  
Nixa, Missouri 65714

The Remington Arms Co., Inc.  
Bridgeport, Connecticut 06602

Dear Remington:

I am from St. Louis and about four years ago, I purchased a Remington Model 700ADL bolt action .30-06 from the Target Store in University City.

That Fall while deer hunting I walked away from camp in order to unload my new Remington. In the process of unloading, the rifle suddenly fired! I was shocked, surprised, and scared, as I had no idea where the bullet had gone. The bullet had hit my Uncle's station wagon. Although it only made a small hole upon entering his car, the interior suffered extensive damage from the flattened out piece of lead.

I blamed myself for this accident. As careful as I have always been, somehow I had been careless and therefore caused this accident. Fortunately insurance covered the damage to the car and more important, no one was hurt or injured.

The following year I received a walnut plaque complete with brass name plate. The plaque had an LID hood ornament with the inscription "Bagged by Pat McCaffrey".

A year later, while unloading the gun at my Grandfather's farm house the rifle again discharged unexpectedly! I was sure that I had been very careful but again I blamed myself. Somehow, I had made a mistake... there was a four inch hole in the wall as a tribute to my hunting prowess.

By now my hunting skills were legend: one year a car was "killed", another year a house. My friends, in addition to not wanting to be in range during deer season, began taking bets on what I would shoot this year.

Well, this year it happened again. Due to the fact that I wanted to blind my deer stand, in order to be safer I wanted



AL 007450

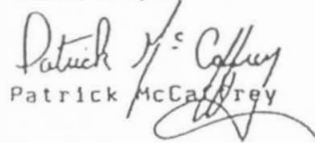
to take the shell out of the chamber before bringing the gun up into the stand. I raised up on the bolt in order to eject the shell. Because I had the safety on, the bolt would obviously not raise. Upon pushing the safety forward to allow me to raise the bolt, the rifle suddenly fired! This time I was being extremely careful and I was very aware of where my hands and fingers were at all times. Fortunately the bullet went harmlessly into the ground 5 feet in front of me. However, I am now 100% completely positive that the rifle malfunctioned and it was not my error. The other two previous occasions now became understandable.

This malfunction is obviously a defect in workmanship or material. This malfunction is extremely dangerous and could be lethal. I expect Remington to rectify the situation before someone is injured! I feel that you should take the gun back and refund me my money, replace the defective rifle with a new model, or repair the gun satisfactorily and certify its safety at no cost to me.

Please respond as soon as possible. My address is:

Patrick McCaffrey  
15 Bramble Woods Lane  
Nixa, Missouri 65714  
(417) 725-2082

Sincerely,

  
Patrick McCaffrey

AL 007451

*Remington*



REMINGTON ARMS COMPANY, INC.

SPORTING ARMS. AMMUNITION. TARGETS. TRAPS

ILION, NEW YORK 13357

TELEPHONE 019 874 7761

January 4, 1985

Mr. Patrick McCaffrey  
#5 Bramble Woods Lane  
Nixa, Missouri 65714

Dear Mr. McCaffrey:

Your letter of November 29, 1984 that was addressed to our Bridgeport, Connecticut facility, regarding the accidental firings you have experienced with your Model 700 30-06 caliber rifle, has been forwarded to this office for handling.

We were indeed sorry to learn of your having a problem of the nature you described, as it is not representative of Remington quality, nor characteristic of the Model 700 rifle.

Generally, the type of malfunction you described results from either improper adjustment of the trigger assembly outside our factory, from improper maintenance of the rifle, or, from pressure being inadvertently applied to the trigger as the safety is being moved.

Please, at your convenience, return the rifle via insured and collect transportation, to:

Remington Arms Company, Inc.  
Attn: J.A. Stekl, Supervisor  
Product Service  
Ilion, New York 13357

Upon receipt, we will thoroughly examine the rifle and, if it is found to be factory faulty, any necessary repairs will be made on a no-charge basis.

Thank you for bringing this matter to our attention and for affording us this opportunity to be of service to you.

Sincerely,

  
J.A. Stekl, Supervisor  
Product Service

JAS:tpg

AL 007452

January 23, 1965

Remington Arms Company, Inc.  
J.A. Stekl, Supervisor  
Product Service  
Illion, New York 13357

Dear Mr. Stekl:

Thank you for your response to my letter of November 29th. Enclosed is the rifle shipped per your instructions.

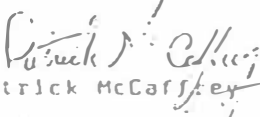
You indicated that accidental firings result from either improper adjustment of the trigger assembly, improper maintenance, or from pressure inadvertently applied to the trigger as the safety is being moved. I can assure you that with the exception of mounting a scope and a sling, nothing has been modified or tampered with. It has been fired very infrequently and used only during deer season. As far as maintenance, only the barrel and bolt areas have been cleaned after usage. The trigger assembly has never been touched.

You may send repaired rifle to:

Patrick McCaffrey  
#5 Bramble Woods Lane  
Rt. 3, Box 40-5  
Nixa, MO 65714

I appreciate your philosophy of standing behind the products which Remington markets.

Sincerely,

  
Patrick McCaffrey

AL 007453



H. PATRICK McCAFFREY  
3304 OLYMPIC CIRCLE  
Nixa, MO 65714

November 28, 1969

Remington Arms Company, Inc.  
Attn: J.A. Stekl, Supervisor  
Product Service  
Ilion, New York 13357

Dear Mr. Stekl:

While deer hunting this year, I got into a conversation with a fellow hunter about the trials and tribulations of my Remington Model 700 .30-06 rifle. This friend informed me about newspaper articles documenting litigation regarding problems with this rifle. After a little research, I was able to find the articles to which he referred.

Coincidentally, I recently received a letter from the Chaffin Law firm requesting that I complete a questionnaire outlining the problems that I have had with my Model 700 rifle.

In any case, I'm more than a little upset and concerned with Remington, that you did not admit to me that your company was having a very serious safety problem with this rifle. Instead you made me feel that these dangerous accidental firings of my gun were somehow my fault. I did damage to my friends and relatives possessions. My insurance company was unhappy with me and this event may have been responsible for an increase in my insurance rates. I feel my reputation and safety credibility were also tarnished.

I am therefore asking you to replace my rifle with a new safer, trustworthy rifle. Possibly your Model 700 BDL may be a better safer rifle. I do not trust my current rifle. It also has blemishes sustained by dropping it on one occasion after an accidental misfire. At this time I'm not asking for any other damages, actual or punitive. I just want a good deer rifle that I can be proud of, and most importantly trust. If you respond immediately with a new rifle, I would also see no reason for me to respond to the Chaffin Law firm.

Sincerely,

*H. Patrick McCaffrey*  
H. Patrick McCaffrey

cc: James F. Haspen  
Attorney at Law

AL 007463





PS # 1307

Phone Call  
RECEIVED 1/23/83

PROPERTY DAMAGE

KENNETH REED SR.  
Box 224  
PARIS, ARK. 72855

J. A. STEKL

PARIS, ARK

1-4-84

DEAR MR. STEKL,

My SON PURCHASED A REM. MODEL 700  
CAL. 308 SER. NO. BG297562 IN OCT. 1982 AT  
OUR LOCAL WAL-MART STORE. THE DAY BEFORE  
YESTERDAY (1-2-84) WHILE ATTEMPTING TO  
UNLOAD, THE GUN FIRED WHEN HE TOOK IT  
OFF SAFE IN ORDER TO MOVE THE BOLT AND  
OPEN THE CHAMBER. THE BULLET WENT THROUGH  
THE WINDSHIELD OF OUR TOYOTA PICK UP, MISSING  
OUR OTHER SON ONLY A FEW INCHES.

THE WINDSHIELD WE WILL MANAGE TO  
REPLACE, BUT IF IT HAD BEEN OUR SON WE  
COULD NEVER REPLACE HIM. WE THANK GOD  
HE WAS NOT HIT. MY WIFE AND I ARE STILL  
SHAKING, AND THANKING GOD FOR TAKING CARE OF  
HIM.

I HAVE A MOD. 700 GMM THAT I  
BOUGHT IN 1975, AND I HAVE OWNED AND

FIRE REMINGTON WEAPONS ALL MY LIFE.  
THAT IS WHY I RECOMMENDED HE BUY THE  
REMINGTON, BUT AFTER THIS HAPPENED I LOST  
MY CONFIDENCE IN YOUR PRODUCT. I REALIZE  
EVERYONE MAKES MISTAKES, BUT THIS WAS A  
BAD ONE THAT I CAN NOT FORGET AND I WILL  
NEVER TRUST A SAFTY.

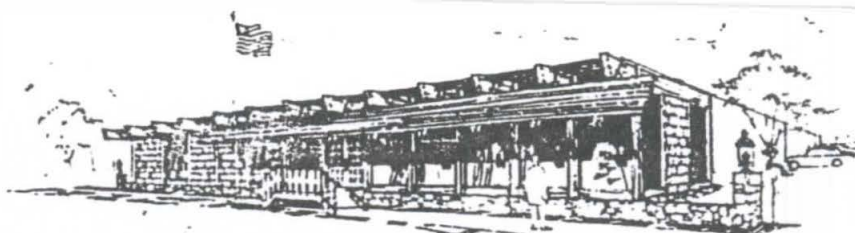
THE WAL-MART STORE IS SENDING THE  
RIFLE BACK TO YOU, BUT NO MATTER WHAT  
REPAIRS YOU MAKE ON THE RIFLE I WILL  
NEVER TRUST IT, AND I DON'T WANT MY SON  
TO USE IT. I WILL NOT SELL THE RIFLE TO  
ANYONE, BECAUSE IF THEY GOT HURT OR  
KILLED I WOULD NEVER GET OVER IT. I  
GUESS I AM JUST STUCK WITH A BAD  
PRODUCT.

SINCE THIS HAPPENED TO US I HAVE  
BEEN TO OF SEVERAL INCIDENTS WITH  
THIS SAME MODEL RIFLE. WHY DON'T THE  
REMINGTON CO. RECALL THEIR RIFLES LIKE  
THE CAR MANUFACTURERS DO. I HOPE THIS

LETTER WILL ENCOURAGE YOU TO DO SOMETHING  
ABOUT THIS MODEL RIFLE BEFORE SOME ONE  
GETS KILLED IF THEY HAVEN'T ALREADY

YOURS SINCERELY

Kenneth Reed Sr.



SHAWNEE GUN SHOP, INC. DBA

6201 ROBINSON  
OVERLAND PARK, KS 66202  
PHONE: (913) 432-0050

## THE BULLET HOLE

4/4/84

Wal-Mart Store # 230

Heavy 22

Powder, AK. 72855

Attn Sporting Goods

Enclosed Remington Model 700 .308 S&W 86297562  
being returned to you after factory repair. I  
trust the repairs will be satisfactory. If I can  
be of further service, please advise.

Sincerely,  
Harold Kikla  
Repair Shop

April 10, 1984

Ref: Remington Model 700 .308 sn/3629756.  
Kenneth & Carolyn Reed

Box 224

Louis, Arkansas 72855

Phone 501-963-2692

Dear Mr. Stahl,

we were under the impression that this rifle was in your care until April 6, 1984. When the gun was received and delivered to us by Wal-Mart. Please see enclosed letter from Overland Park, Kansas.

Wal Mart assured us at the time of this malfunction that this gun was being sent to you. We are sorry for this mistake by Wal Mart, and hope that this time you will receive the rifle and we can get this matter settled.

We do not know what they did to the rifle in Overland Park, Kansas. Any repair or damage



Caused this was without our  
knowledge and consent. We hope  
you will act on this matter as  
soon as possible.

Thank you in advance.  
Kenneth & Carolyn Reed



RECEIVING AND ESTIMATING REPORT

ORDER R 11304

FROM DATE \_\_\_\_\_

DATE RECEIVED ?

ESTIMATED \_\_\_\_\_

DATE OPENED 4-24-84VIA LPMODEL AND GRADE 700-308BDLSERIAL NO. 86297562DATE CODE LB2-81- AE 3-84

FROM:

WAL - MARK 230  
 HWY 22 E.  
 PARIS AR: 72855  
 % KEN REED

REPAIR CHARGE \_\_\_\_\_

INS. \_\_\_\_\_

UPS \_\_\_\_\_

PARCEL POST \_\_\_\_\_

TOTAL \$ \_\_\_\_\_

GUN CONDITION: (NEW) (SLIGHTLY WORN) (VERY WORN) (MISUSED) (QUOTE)

CUSTOMER'S COMPLAINT \_\_\_\_\_

MAIN FAULT \_\_\_\_\_

 DEMERIT  
 CODE

PARTS \_\_\_\_\_

FOR COMPUTER REFER. ONLY

PROOF \_\_\_\_\_

RECEIVED

es 1459

MAY -

J. A. C.

May 1, 1984

Dear Mr. Stekl.

Enclosed is a bill for  
the Wind Shield. Thank you  
for your help. We'll be expecting  
to hear from you.

Carilyn Reed  
502 So 15<sup>th</sup> St.

Box 224

Paris, Arkansas

72855

NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_  
 STATE \_\_\_\_\_  
 ZIP \_\_\_\_\_

ACCOUNT # 534964  
 NAME LOGAN COUNTY  
 ADDRESS \_\_\_\_\_  
 TELE. \_\_\_\_\_

LIC # A 284088 AUTHORIZED BY: AGENT DEDUCTIBLE AMOUNT 50<sup>00</sup> MAIL TO: AGENT X INS \_\_\_\_\_  
 DATE OF LOSS 1-2-84 CAUSE OF LOSS SHOTGUN POLICY TERM \_\_\_\_\_ LOSS LOC \_\_\_\_\_

CT. # 991560

DEDUCTIBLE

DATE 1-9-84

564-567828

| DESCRIPTION OF PAYMENT | SALES CODE | AMOUNT                 |
|------------------------|------------|------------------------|
| <u>Reid/Ch# 1751</u>   | <u>17</u>  | <u>50<sup>00</sup></u> |

Replacement has been made to my satisfaction and I hereby authorize the above insurance company to pay direct in full to the above listed firm for said installation.

If for any reason the insurance company does not pay for these repairs or replacements, the below signed agrees to pay for said repairs or replacement.

1-9-84 DATE Ralph Reed SIGNATURE

CUSTOMER COPY

## SAFELITE SERVICE AUTO GLASS

WORK ORDER

1620 ROGERS AVENUE  
 FORT SMITH, ARKANSAS 72901  
 (501) 782-5025

564-567828

SafeliteGlass

☐ WALK IN ☐ INSURANCE  
☐ FLEET ☐ DEALER / BODY SHOP

☐ INTER COMPANY ☐ CASH ☐ R/B  
☐ CHARGE ☐ CREDIT MEMO

DATE 1-9-84

OLD TO: (INSURED)

COUNT \_\_\_\_\_  
 NAME KENITH REED  
 ADDRESS P.O. BX 224  
PARIS, ARK ZIP CODE \_\_\_\_\_  
 TELE. \_\_\_\_\_

VEHICLE DESCRIPTION

MAKE TOYOTA MODEL P.L.U. EP JAN 17  
 YEAR 83 ODMTR RDG 12536  
 LICENSE # KW0 538 MOBILE X  
 SERIAL # 2578 TAX EXCEPTION # \_\_\_\_\_  
 P.O. or REF # \_\_\_\_\_ CITY \_\_\_\_\_  
 COUNTY \_\_\_\_\_  
 STATE \_\_\_\_\_

| QTY. | PART NO.   | DESCRIPTION | LIST | SALES CODE | AMOUNT |
|------|------------|-------------|------|------------|--------|
| 1    | FCW 3975   | WINDSHIELD  |      | 4          | 217.30 |
|      | 5621-89114 | W/S GASKET  |      | 14         | 53.18  |
|      |            |             |      |            |        |
|      |            |             |      |            |        |
|      |            |             |      |            |        |
|      |            |             |      |            |        |
|      |            |             |      |            |        |
|      |            |             |      |            |        |

COMMENT

\$270.48

Return rifle to sender as is.

May 14, 1984

Mrs. Carolyn Reed  
502 So. 1st St.  
Box 224  
Paris, Arkansas 72855

Dear Mrs. Reed:

We are in receipt of your letter of May 1, 1984, together with the bill to replace your damaged windshield.

In reviewing this material, it appears that your insurance covered all but \$50.00 of the expense. In view of this, we are arranging to reimburse you this amount. Please allow from 2-3 weeks for processing and delivery of a check.

We have, again, checked out the Model 700 BDL 308 win. caliber rifle, serial number B6297562, that was returned for you by the Wal-Mart store, and are returning it under separate cover.

We trust that our handling meets with your approval.

Sincerely,

J.A. Stekl, Supervisor  
Product Service

JAS:tp

RETURN INTACT - DO NOT REMOVE CARBONS

PRINT-RITE FORMS

RD-20 REV. 11/73

**Remington. REMINGTON ARMS COMPANY, INC.**

ORIGINAL

UNIFORM INVOICE

INFORMATION FOR WHICH SPACE IS PROVIDED MUST BE SUPPLIED BY SHIPPER OR INVOICE WILL BE RETURNED AND COUNT CALCULATED FROM DATE CORRECT INVOICE IS RECEIVED

REMINGTON ORDER NO. \_\_\_\_\_  
 CONSIGNED TO \_\_\_\_\_  
 SHIPPED VIA \_\_\_\_\_  
 CAR NO. AND INITIAL \_\_\_\_\_  
 ORIGINATING POINT \_\_\_\_\_  
 SHIPPING WEIGHT \_\_\_\_\_ LBS.  
 PREPAID OR COLLECT \_\_\_\_\_

**TERMS**  
 \_\_\_\_\_ PER CENT \_\_\_\_\_ DAYS \_\_\_\_\_ DAYS NET  
 DELIVERY FOB \_\_\_\_\_

RECEIVED EXPENSE BILL MUST ACCOMPANY ALL CHARGES FOR TRANSPORTATION

REMINGTON VOUCHER NO. \_\_\_\_\_

SELLER'S NO. \_\_\_\_\_ DATE \_\_\_\_\_

BOUGHT OF Mrs. Carolyn Reed

ADDRESS TO WHICH REMITTANCE IS TO BE MAILED

STREET AND NO. 502 So. 1st St., Box 224

CITY AND STATE Paris, Arkansas 72855

ORIGINAL BILL OF LADING MUST ACCOMPANY THIS INVOICE

| REMINGTON CODE | QUANTITY | DESCRIPTION                             | PRICE PER UNIT | TOTAL   |
|----------------|----------|---|----------------|---------|
|                |          | Reimbursement for claims of damage      |                | \$50.00 |
|                |          | to a windshield using Remington product |                |         |
|                |          |   |                |         |
|                |          |   |                |         |
|                |          |   |                |         |
|                |          |   |                |         |

|   |  |  |   |
|---|--|--|---|
| APPROVED<br>_____<br>MANAGER PURCHASING DIVISION. | APPROVED FOR PAYMENT ONLY<br><i>E. J. Linker</i> | ABOVE MATERIAL RECEIVED _____<br>AND SAME IS _____ SATISFACTORY<br><i>Thelma C. Putnam</i> | AMOUNT OF INVOICE<br>\$50.00  |
|   | EXTENSIONS CORRECT                               | CHECKED BY _____<br>APPROVED BY _____  | DO NOT WRITE BELOW THIS LINE<br>CASH DISCOUNT _____<br>FREIGHT _____<br>NET _____ |
| PURCHASE ORDER CHECK                              |  | ENTERED  | AUDITED   |
| 6180-0102   |  | CHECK NO. AND DATE PAID  |   |