

Remington Arms Co., Inc.
Product Service
Legal Case #:4763

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
206606	10/15/2010	10/5/2010	10/18/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Blevins	136 South Willow Brook Dr	Asheville	NC	28806		E bdblevins@charter.net

Incident Information

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

10/5/10 Blevins sent an email through our website regarding an issue with firing on safety release. "I have a 700 Mountain Rifle that I bought about 20 years ago. I would guess that it has less than 200 rounds through it, even though I have hunted with it a LOT. About 5 or 6 years ago, while hunting, I took the safety off when a deer came by and the gun went off. I had the trigger adjusted by a gunsmith and it seemed fine. Last year, I finished hunting and unloaded the rifle. When I closed the bolt, the hammer dropped again. I have used the gun since but always leave the safety on, point to the ground and load a cartridge and close my eyes, I have reached the point that I just don't really trust it to not go off when I take the safety off so I changed to a different gun this year. Can you tell me anything about this situation? Have you seen it before and what can I do to be sure it is fixed? I really don't want to buy a new trigger since I don't see how trigger or sear wear would be the issue, considering how few rounds have been through the gun. It has always been kept clean and has no rust, just a few scratches."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	C6340282	BJ	2/2/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS	SCOPE BASE AND FRONT BOTTOM HALF OF RING	Y			

purchased about 20 years ago CONCERN:FSR

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 Ilion, replace TPA, clean at 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.23	10/22/2010				

10/5/10 Sent email requesting address and serial number and replied that I would send prepaid shipping label for

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4763&Type=Case>

10/22/2010

inspection.cm 10/5/10 Ordered ARS.cm 10/22/10 Per Ilion, could not duplicate concern. Set screws altered. Trig assm is contaminated with a dried and sticky lubrication residue, causing parts to work sluggish. Replace TPA, check over, clean, test fire at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/18/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		BJ
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY,PARTS WORK SLUGGISH
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED

	Sub-Assembly	M/700 Non-Bolt Lock	
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4763

22"
BS 1/84
2.54
.015

October 5, 2010

David Blevins
136 South Willow Brook Dr
Asheville, NC 28806

Subject: Case 4763, Model 700

Dear Mr. Blevins,

I am sorry to learn about the issue you experienced with the Model 700. Enclosed is a UPS prepaid shipping label for shipment of the firearm to our factory. Please include the enclosed 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 "Supry". Fred Supry will be inspecting the firearm.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684

E-mail: christy.mitchell@remington.com

could not duplicate concern. set screws altered. firing assm. is contaminated with a dried & sticky lubrication residue, cause parts to work sluggish. replace TPA, check over, clean, test fire. at 1/2 normal charges.

Q note

Serial Number:

C6340282

Model: 700



RE00206606

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

CS 10.14.10

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

Model Number: <u>MODEL 700</u>	Serial Number: <u>C 6340282</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>DAVID BLEVINS</u>	Date of Purchase: <u>APRX. 1990</u>
Address (no PO Boxes): <u>136 S. WILLOW BROOK DR.</u>	
City: <u>ASHEVILLE</u>	State: <u>N.C.</u> Zip: <u>28806</u>
Phone (Daytime): <u>828-254-6782</u>	Fax: <u>CELL 828-450-3872</u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>bdblevins@charter.net</u>	
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: <u>ABOUT 6 years ago, I took the safety off while hunting and the rifle went off. I took it to a gunsmith & had the trigger adjusted. Last year, I had unloaded the rifle and closed the bolt with the safety off and the hammer fell again. I had another gunsmith work on the trigger but the hammer still lets down on occasion (trial runs only). I am not shooting the gun now.</u> <small>500 characters left</small> <u>If you set the trigger, I would like the man. pull.</u>	
Ammunition Information:	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information:	
Powder Used: <u>4064</u>	Powder Weight: <u>47 gr.</u>
Case/Hull Used: <u>Nosler</u>	Primer Used: <u>CCI</u>
Bullet Type/Shot Size: <u>130gr Nosler BT</u>	Reloader Used: <u>RCBS</u>

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppe's Copper Solvent, Rem-Or!

How often do you clean the bore? (Months or Number of rounds) AFTER SHOOTING - avg 3 to 4 times per year

How often do you clean the action? (Months or Number of rounds) annual

How often do you clean the trigger assembly? (Months or Number of rounds) annual

Brand of lubricant used: Rem-Or!

How often do you lubricate the bore? (Months or Number of rounds) when cleaning

How often do you lubricate the action? (Months or Number of rounds) annual

How often do you lubricate the trigger assembly? (Months or Number of rounds) annual

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
 YES 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

Ⓢ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.

Mitchell, Christy

From: David Blevins [bdblevins@charter.net]
Sent: Tuesday, October 05, 2010 12:22 PM
To: Mitchell, Christy
Cc: Remington Information
Subject: Re: Remington 700 Mountain Rifle [Incident: 101004-000072]

Christy, thank you for your prompt reply.

My address is; 136 South Willow Brook Drive, Asheville, NC 28806
The serial number on the Model 700 is C6340282.

I am not unhappy with the situation. I just don't really trust the rifle and want to be sure it is right.

Thank You,
David Blevins

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

From: Remington Information
To: bdblevins@charter.net
Sent: Tuesday, October 05, 2010 11:33 AM
Subject: Remington 700 Mountain Rifle [Incident: 101004-000072]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

[To access your question from our support site, click here.](#)

Subject

Remington 700 Mountain Rifle

Discussion Thread

Response (Chris)

10/05/2010 11:33 AM

Mr. Blevins, I am sorry to hear of the problems you have had while using the Model 700 rifle. I will send you a prepaid UPS ground shipping label to cover shipment to the factory for inspection if you will reply with the mailing address. Also include the serial number of this firearm. It does not appear that we have had a chance to inspect it in the years that you have had trouble and we would like to inspect and then contact you with results.

If you have any questions, you can email or call direct at:

800-243-9700, ext 8684
christy.mitchell@remington.com

Sincerely,

Christy Mitchell

Customer (David Blevins)

10/04/2010 04:12 PM

I have a 700 Mountain Rifle that I bought about 20 years ago. I would guess that it has less than 200 rounds through it, even though I have hunted with it a LOT.

About 5 or 6 years ago, while hunting, I took the safety off when a deer came by and the gun went off. I had the trigger adjusted by a gunsmith and it seemed fine.

Last year, I finished hunting and unloaded the rifle. When I closed the bolt, the hammer dropped again. I have used the gun since but always leave the safety on, point to the ground and load a cartridge and close my eyes, I have reached the point that I just don't really trust it to not go off when I take the safety off so I changed to a different gun this year.

Can you tell me anything about this situation? Have you seen it before and what can I do to be sure it is fixed? I really don't want to buy a new trigger since I don't see how trigger or sear wear would be the issue, considering how few rounds have been through the gun. It has always been kept clean and has no rust, just a few scratches.

By the way, it will still hold less than 1" at 100 yards,

Thank You,

David Blevins

Question Reference #101004-000072

Product Level 1: Firearms

Date Created: 10/04/2010 04:12 PM

Last Updated: 10/05/2010 11:33 AM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----

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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/5/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	xx
DESCRIPTION:	700 C6340282		

LABEL INFORMATION

MAIL LABEL TO:	David Blevins 136 South Willow Brook Drive Asheville, NC 28806
RETURN ITEM TO:	Rem Product Service Ilion, NY

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

4XX596 OCT 5, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065703363
REF 1: DAVID BLEVINS/CD/CM
REF 2: 700/C6340282

HANDLING CHARGE 0.00		SVC T/P USD
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 8.78	PUB+HANDLING	8.78

Reference #	101004-000072
Status	Researching
Assigned To	Administrators Daniel -
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	10/04/2010 04:12 PM
Initial Response	None
Last Updated	10/05/2010 09:19 AM
Customer SmartSense	+1 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)

Remington 700 Mountain Rifle

Discussion Thread

Customer (David Blevins)

10/04/2010 04:12 PM

I have a 700 Mountain Rifle that I bought about 20 years ago. I would guess that it has less than 200 rounds through it, even though I have hunted with it a LOT. About 5 or 6 years ago, while hunting, I took the safety off when a deer came by and the gun went off. I had the trigger adjusted by a gunsmith and it seemed fine. Last year, I finished hunting and unloaded the rifle. When I closed the bolt, the hammer dropped again. I have used the gun since but always leave the safety on, point to the ground and load a cartridge and close my eyes, I have reached the point that I just don't really trust it to not go off when I take the safety off so I changed to a different gun this year. Can you tell me anything about this situation? Have you seen it before and what can I do to be sure it is fixed? I really don't want to buy a new trigger since I don't see how trigger or sear wear would be the issue, considering how few rounds have been through the gun. It has always been kept clean and has no rust, just a few scratches. By the way, it will still hold less than 1" at 100 yards, Thank You, David Blevins

Primary Contact

First Name: David
 Last Name: Blevins
 Organization:
 Login: bdblevins@charter.net
 Title:
 Contact Type:
 Email: bdblevins@charter.net
 Email - Alternate #1:
 Email - Alternate #2:
 Office Phone:
 Mobile Phone:
 Fax:
 Assistant Phone:
 Home Phone:
 Street
 City
 State/Province
 Postal Code
 Country

F5R

Additional Information