

Remington Arms Co., Inc.
Product Service
Legal Case #:5348

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217770	1/6/2011	12/1/2010	1/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Les	Carruth	6414 W 133rd Terrace	Overland Park	KS	66209		H 913-608-5796 E les carruth1@att.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole in floorboard of truck	Cause:4038 Could Not Duplicate Concern			
S Fired when safety released	Concern:1007 Fired on Safe Release		Unknown	
C				

12/7/10 Per email sent to Remington.com, incid #101125-000072, "Could you please let me know if there has ever been a recall by Remington for the Model 700. Specifically, I'm wondering if a fix has ever been made to prevent the accidental firing of this gun when the safety has been released and/or the bolt has been closed."cm 1/18/11 Per letter sent with rifle, in early '80's, the gun fired inside a pickup as he was closing the bolt and put a hole in the floorboard of the truck.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/222 REM MA	n/a	258309	BP	1/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	U			

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
Repair at no charge as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	114.90	1/18/2011				

12/7/10 Mailing ARS.cm 1/18/11 Emailed inspection info to Carruth. Offered to replace trigger with new one without bolt lock at no charge. Awaiting reply.cm 1/18/11 Per email from Carruth, he approves repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 222 REM MAG
	Date Code		BP
	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		M/700 BOLT LOCK SAFETY
	Function	Like new; 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	STICKY, TRIGGER WORKS SLUGGISH
	Pull	---Select---	4#
	Altered	True	TRIG PULL ADJ
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

24Y
BPI/67
1006
4#

5348

December 1, 2010

Les Carruth
6414 W. 133rd Terrace
Overland Park, KS 66209

Subject: #5348, Model 700

Dear Mr. Carruth,

Enclosed is the UPS ground prepaid shipping label for 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

JAN 2011
BY:

enclosure

Serial
Number:

258309

Model: 700



RE00217770

2
20.40
27. —
35. —
17.50
15. —
114.90

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

222RM

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

Model Number:	700 ADL	Serial Number:	258309
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: LES CARRUTH		Date of Purchase: Approx 1974	
Address (no PO Boxes): 6414 W. 133rd TERRACE			
City: Overland Park	State: KS	Zip: 66209	
Phone (Daytime): 913-608-5796	Fax: CELL - 903-521-4269		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) lescarruth1@att.net			
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: See Attached Letter			
500 characters left			
Ammunition Information:			
Manufacturer: Various Manufacturers		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

12-15-10

Remington Arms Company, Inc.
870 Remington Dr.
Madison, NC 27025

Dear Sir:

I was attempting to fill out your forms for the enclosed Remington 700 ADL, and thought a letter might provide you with more information.

The rifle was purchased (new) at a Gibson's store in Brownwood, TX approx. the summer of 1974. It was used numerous times with both factory ammunition (various brands) and some reloads (again various components).

I can remember 2 times the accidental discharges happened, but can't tell you which kind of ammunition was used. The first incident happened in 1975 while hunting. The last time was in the early 80's. The circumstances were as follows:

1. The gun fired inside a pickup as I was closing the bolt. The damage was a hole in the floorboard of the truck.
2. The gun fired as it was being unloaded after hunting. It was in a safe direction and there was no damage or injury.

In general, I shot 4-5 boxes of ammunition in the gun/year. Since the last incident, I have been a bit apprehensive and the gun hasn't been used. The gun was well taken care of up to the early 80's incident and has had no modifications or work done on it.

The last lubricant (and what I currently use on my other guns) was Remington Rem.Oil w/Teflon.

If you have any other questions, I can be contacted at:

Les Carruth
6414 W 133rd Terrace
Overland Park, KS 66209
lescarruth1@att.net
913-608-5796 (H)
903-521-4269 (C)

Yours truly,



Les Carruth

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	<i>after each use</i>
How often do you clean the action? (Months or Number of rounds)	<i>after each use</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>after each use</i>
Brand of lubricant used:	
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?) <i>at factory when new</i>	
What were the services performed?)	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<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. :: 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.</p>	

Reference #
101125-000072

Status
Unresolved

Assigned To
Not specified

SLA
Not specified

Queue
CSR

Date Created
11/25/2010 04:41 PM

Initial Response
None

Last Updated
11/25/2010 04:41 PM

Customer SmartSense
+2 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Model 700

Discussion Thread

Customer (Les Carruth)

11/25/2010 04:41 PM

Re: Model 700 ADL, 222 rem.mag., serial # 258309

Could you please let me know if there has ever been a recall by Remington for the Model 700. Specifically, I'm wondering if a fix has ever been made to prevent the accidental firing of this gun when the safety has been released and/or the bolt has been closed.

This has happened to me and I would like to know your remedy.

Thank you,

Les Carruth
lescarruth1@att.net
913-608-5796

Primary Contact

First Name: Les
Last Name: Carruth
Organization:

Login: lescarruth1@att.net
Title:

Contact Type:

Email: lescarruth1@att.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

5349



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Les Carruth 6414 W 133rd Terrace Overland Park, KS 66209
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066117094
REF 1: LES CARRUTH/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DY 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 9.45	PUB+HANDLING	9.45







