

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5263

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 214495 | 12/14/2010  | 12/1/2010       | 12/16/2010  |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street           | City   | State | Zip   | Age | Contact                                      |
|----------|----------|------------|-----------|------------------|--------|-------|-------|-----|--|
| Incident |          | Charles    | Williams  | 117 Biscayne Way | Folsom | CA    | 95630 |     | H 916-802-8077<br>E cawilliams77@comcast.net |

## Incident Information

| Claims | Codes        | Repair Est.                       | Medical Treatment | Medical Status |
|--------|--------------|-----------------------------------|-------------------|----------------|
| PI     |              |                                   |                   |                |
| PD     | Cause:4006   | Altered Adjustments or Components |                   | Unknown        |
| S      | Concern:1007 | Fired on Safe Release             |                   |                |
| C      | FSR          |                                   |                   |                |

12/1/10: Customer sent in email. He stated that he was hunting about a week ago and when he took gun off safe it fired. No damage, No injury. df

## Firearm Information

| Mfg.           | Type                        | Model/Ga.   | SKU            | Serial  | Bbl. | DOM      |
|----------------|-----------------------------|-------------|----------------|---------|------|----------|
| Remington      | CF/BA                       | 700/7MM MAG | n/a            | 6427468 | CU   | 4/1/1971 |
| Date Purchased | Where Purchased             | Accessories | Original Owner |         |      |          |
|                | WESTERN HOEGEE GLENDALE 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 - repair under BLM program |                         |                         |               |                 |                |               |
|                                      | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                      | \$77.73                 | 12/30/2010              |               |                 |                |               |

12/1/10: I will email ltr & form to cust. I will have media coord. email the ARS label to cust. df 12/30/10: Per Ilion - Will follow down. TA set screws altered. Trig. works sluggish & will not return. Repalce TA, clean & test fire under BLM program - quote. Cust. spoke w/Anne Harper - apprvd repair & paid by credit card. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code | Comment    |
|-------------|--------------|------|------------|
| Examination | Examiner     |      | B.TRAVIS   |
|             | Exam Date    |      | 12/16/2010 |
|             | Product Type |      | RF         |
|             | Action Type  |      | A          |

|              |                        |                                   |                                      |
|--------------|------------------------|-----------------------------------|--------------------------------------|
|              | Assigned To            |                                   | T.NAGLE                              |
| Cause        | 4006                   | Altered Adjustments or Components | WILL FOLLOW DOWN                     |
| Barrel       | Description            |                                   | 24" 7MM REM MAG                      |
|              | Date Code              |                                   | CU                                   |
|              | 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        | SYN REM STK                          |
|              | Fore End Condition     | ---Select---                      |                                      |
| Receiver     | Condition              | Slightly Worn; Functioning        |                                      |
|              | Bulged                 | False                             |                                      |
| Safety       | Description            |                                   | STANDARD M/700 BOLT LOCK SAFETY      |
|              | Function               | Like new; Functioning             |                                      |
|              | Sub-Assembly           | Non-ISS                           |                                      |
| Sear         | Lift                   | ---Select---                      | .009                                 |
|              | Notch                  | Slightly Worn; Functioning        |                                      |
|              |                        | Test Fired                        | False                                |
| Feeding Test | Tests                  | False                             |                                      |
| Trigger      | Condition              | Slightly Worn; Not Functioning    | DIRTY, TRIG SLUGGISH WILL NOT RETURN |
|              | Pull                   | ---Select---                      | 3#                                   |
|              | Altered                | True                              | SET SCREWS ALTERED                   |
|              | Sub-Assembly           | M/700 Bolt Lock                   |                                      |

24"  
CU4/7  
3#  
009

**[COPY]**

5263

December 1, 2010

Charles Williams  
117 Biscayne Way  
Folsom, CA 95630  
Ph: 916-802-8077  
Email: cawilliams77@comcast.net

Ref: # 5263

Dear Mr. Williams,

**You will receive a pre-paid shipping label in a separate email. 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

**RECEIVED**  
DEC 29 2010

BY: .....

enclosure

6427468

Model: 700



RE00214495

will follow down. T.A. sets screws  
Altered. Trig. works sluggish &  
will not return. Replace TPA,  
clean & Test fire under BLP  
for \$20.00 + ship  
Quote

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)

Print

Reset

|   |                  |                                  |  |
|---|------------------|----------------------------------|--|
| Model<br>Number: <u>700 BDL</u>   |                  | Serial<br>Number: <u>6427468</u> |  |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  |                  |                                  |  |
| Name: <u>Charles Williams</u>   |                  | Date of Purchase: <u></u>        |  |
| Address (no PO Boxes):<br><u>117 Biscayne Way</u>   |                  |                                  |  |
| City: <u>Folsom</u>   | State: <u>CA</u> | Zip: <u>95630</u>                |  |
| Phone<br>(Daytime): <u>916 502 8077</u>   |                  | Fax: <u></u>                     |  |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>ca.williams77@comcast.net</u>   |                  |                                  |  |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.   |                  |                                  |  |
| Please describe your problem and date of occurrence:<br>Date of occurrence <u>10/26/10</u> . Rifle fired when the safety was moved to the fire position w/o the trigger being touched. Upon charging the bolt & attempting to load another round... the firing pin dropped again as soon as I closed the bolt handle but the round did not fire. I dropped the shells from <u>500</u> characters left the floor plate & attempted to work the Ammunition Information: <u>bolt on an empty chamber</u> |                  |                                  |  |
| Manufacturer: <u>Federal</u>  |                  | Type: <u>Premium</u> and         |  |
| Other (i.e. bullet weight/type, shot size, powder): <u>165 grn</u>  |                  | got the same result.             |  |
| Handload Information: (see add page)  |                  |                                  |  |
| Powder Used: <u></u>  |                  | Powder Weight: <u></u>           |  |
| Case/Hull Used: <u></u>   |                  | Primer Used: <u></u>             |  |
| Bullet Type/Shot Size: <u></u>  |                  | Reloader Used: <u></u>           |  |
| Firearms Care (Cleaning and Lubrication):   |                  |                                  |  |

I then opened the bolt, moved the safety selector to "safe" and only then would the firing pin remain in the charged position.

I later took the rifle to the range and or to test fire the rifle. This was after checking it for obstructions or anything that I could see that may be out of order finding nothing I loaded (1 round) and fired the rifle. It fired but the firing pin again would not set when I attempted to charge the bolt.

p.s. If the trigger assembly is replaced please have it set at  $2\frac{1}{2}$  pounds.

Thank you

|   |
|---|
| Brand of cleaning solution used: <u>Hoppes</u>  |
| How often do you clean the bore? (Months or Number of rounds) <u>After each use</u>   |
| How often do you clean the action? (Months or Number of rounds) <u>After each use</u>   |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>before, during, after hunting</u>  |
| Brand of lubricant used: <u>Rem Oil</u>   |
| How often do you lubricate the bore? (Months or Number of rounds) <u>After use or exposure</u>  |
| How often do you lubricate the action? (Months or Number of rounds) <u>After use or exposure</u>  |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Inspected after use &amp; lubed accordingly</u>  |
| 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? <u>unknown</u>  |
| What were the services performed?) <u></u>  |
| Ship your INSURED firearm by either UPS or Parcel Post to:<br><br><b>Remington Arms Co., Inc.<br/>Attn: Arms Service Division<br/>14 Hoefler Avenue<br/>Ilion, NY 13357</b>   |
| <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><br><br>:: Record the serial number of your firearm before sending it.<br>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,<br>ship in a firearm box. (Note: Original boxes may not be returned.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: Provide a return address on both the outside and inside the box. Shipments without a proper |

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.

**Reference #**  
101106-000044

**Status**  
Updated

**Assigned To**  
Administrators  
Dell -

**Product**  
Firearms

**SLA**  
Not specified

**Queue**  
CSR

---

**Date Created**  
11/06/2010 02:12 PM

**Initial Response**  
11/18/2010 09:15 AM

**Last Updated**  
11/26/2010 05:41 PM

---

**Customer SmartSense**  
+1 (on -3 to +3 scale)

**Staff SmartSense**  
+1 (on -3 to +3 scale)

## involuntary discharge

### Discussion Thread

**Customer (Charles Williams)**

11/26/2010 05:41 PM

The issue has not been resolved.  
Here is the information you requested:  
serial number - 6427468  
caliber - 7mm remington magnum  
address & phone  
117 Biscayne Way, Folsom, CA 95630  
(916) 802-8077  
----- Original Message -----  
From: "Remington Information"  
To: [cawilliams77@comcast.net](mailto:cawilliams77@comcast.net)  
Sent: Thursday, November 18, 2010 6:15:29 AM  
Subject: involuntary discharge [Incident: 101106-000044]

**Response (Dell -)**

11/18/2010 09:15 AM

Dear Mr. Williams,  
We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, 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 (Charles Williams)**

11/08/2010 01:27 PM

Okay... so, what now?  
----- Original Message -----  
From: "Remington Information"  
To: [cawilliams77@comcast.net](mailto:cawilliams77@comcast.net)  
Sent: Saturday, November 6, 2010 11:12:37 AM  
Subject: involuntary discharge [Incident: 101106-000044]

**Customer (Charles Williams)**

11/06/2010 02:12 PM

Hello,  
  
I just returned from an elk hunt in Montana a week ago. I am writing because I had an unfortunate & very scary experience with my model 700 BDL 7mm remington magnum.  
  
While aiming at an elk... I slipped the safety off and the gun fired without my touching the trigger. Surprised... I momentarily replayed the event in my head... cycled the bolt and upon closing it the firing pin dropped again without the trigger being touched.  
  
Must I say that this scared the you know what out of me? I am now completely afraid to use this gun or its twin that I also own for fear of a catastrophe.  
  
Can this be fixed? What's the solution and If so, how do I get it done?  
  
Please respond.  
  
Sincerely,  
  
Charles Williams  
(916) 802-8077  
117 Biscayne Way  
Folsom, CA 95630

### Primary Contact

**First Name:** Charles  
**Last Name:** Williams  
**Organization:**  
  
**Login:** [cawilliams77@comcast.net](mailto:cawilliams77@comcast.net)  
**Title:**  
**Contact Type:**  
  
**Email:** [cawilliams77@comcast.net](mailto:cawilliams77@comcast.net)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**

5263



Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

# Remington

12/1/10

Emailed to cust.

December 1, 2010

Charles Williams  
117 Biscayne Way  
Folsom, CA 95630  
Ph: 916-802-8077  
Email: cawilliams77@comcast.net

Ref: # 5263

Dear Mr. Williams,

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

enclosure

[COPY]

December 1, 2010

Charles Williams  
117 Biscayne Way  
Folsom, CA 95630  
Ph: 916-802-8077  
Email: cawilliams77@comcast.net

Ref: # 5263

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

enclosure

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<br>(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"/>  |  |  |                           |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.  |  |  |                           |
| Please describe your problem and date of occurrence:<br><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:<br><br><b>Remington Arms Co., Inc.</b><br><b>Attn: Arms Service Division</b><br><b>14 Hoefler Avenue</b><br><b>Ilion, NY 13357</b>   |
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**Fulcher, Dell Marie**

---

**From:** postmaster@remington.com  
**To:** cawilliams77@comcast.net  
**Sent:** Wednesday, December 01, 2010 2:42 PM  
**Subject:** Relayed: Message relayed (cawilliams77@comcast.net)

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

cawilliams77@comcast.net

**Subject:**

  
**Remington**


www.remington.com

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

## ARS LABEL REQUEST FORM

|   |           |   |        |
|---|-----------|---|--------|
| DATE:   | 12/1/2010 | REQUESTED BY:   | Dell   |
| QUANTITY:   | 1         | WEIGHT PER PKG:   | 10 lbs |
| <del>PLEASE CHECK ONE</del><br>MEDIA<br>COORDINATOR XXXXXX<br>TO MAIL |           |   |        |
| DESCRIPTION: Ref # 5263<br>rifle                                      |           | 4XX596 DEC 3, 2010 ALL CURR USD 1 OF 1<br>SVC GND COM ACT WT 10.0 LBS<br>TRACKING# 124XX5969066430530<br>REF 1: CHARLES WILLIAMS/CD/DMF<br>REF 2: 5263/RIFLE<br><br>HANDLING CHARGE 0.00<br>SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD<br>DV 0.00 COD 0.00 RS 1.00<br>DC 0.00 DGD 0.00 SD 0.00<br>AH 0.00 PR 0.00 SP 0.00<br>TOT PUB CHG 12.24 PUB+HANDLING 12.24 |        |

LABI

|  |  |
|--|--|
| MAIL LABEL TO: Charles Williams<br>117 Biscayne Way<br>Folsom, CA 95630<br>Ph: 916-802-8077<br>Email: cawilliams77@comcast.net | cawilliams77@comcast.net<br><br><br>Email ARS to customer |
|--|--|

|   |
|---|
| RETURN ITEM TO Remington-Arms<br>Attn: Product Service<br>Ilion, NY |
|---|

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



