

Remington Arms Co., Inc.
Product Service
Legal Case #:5778

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224643	2/28/2011	1/27/2011	3/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Alejandro	1914 Redbud Dr	Rockdale	TX	76567		E tealejandro@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 Altered Adjustments or Components		Unknown	
C	Concern:1006 Unexplained Discharge Safe OFF			

1/27/11 Per email sent to Remington.com, incid #110120-000457, "I have an older model 700 BDL, 30-06 rifle. I bought it from an individual. Several years back (4-5 years maybe) I pulled the trigger while I was hunting a white tail deer. I squeezed and kept on squeezing but nothing happened until I released the trigger, then it fired (maybe a couple of seconds later). I didn't know what happened but I missed the deer. After that, I took the rifle to a gunsmith to adjust the trigger (it was set high) and he adjusted to about 3 lbs. The gunsmith also cleaned the rifle for me, installed a new scope and a new butt pad. The rifle shot much better for the next several years. This year (2010), I was on a deer again and when I pulled the trigger the gun did not fire immediately. It may have only been a second or so later until it fired but I was confused with it not firing and lost concentration. I missed the deer."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Hbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6757094	PY 6/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner		
	CULLUM P BOREN DALLAS TEX	TWO PIECE BASE,SLING	N		

CONCERN:DELAYED FIRING

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, replace TPA, clean and test fire under BLSM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	3/3/2011				

1/27/11 Mailing ARS.cm 3/3/11 Per Ilion, traigger set screws altered, trigger will not return properly. Replace TPA, clean and test fire under BLSM program for \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		PY
	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	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---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.003
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG WILL NOT RETURN PROPERLY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE SLING

5778

224
p 4 6/71
2.52
1008

January 27, 2011

Thomas E. Alejandro
1914 Redbud Dr.
Rockdale, Texas 76567

Subject: Case 5778, Model 700

Dear Mr. Alejandro,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover 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

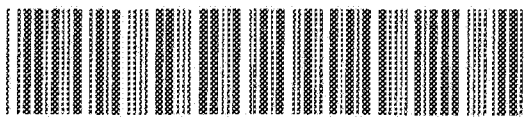
27.-
35.-
20.40
82.40
32.-
45.40

T.A. Set screws altered, trigger
will not return properly.
Replace TPA, clean & test fire
UNDER BLD Cor \$20.00 + ship

quote

Serial Number

6757094
Model: 700



RE00224643

RECEIVED
MAR - 2 2011

BY:

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

Reference #
 110120-000457
 Status
 Unresolved
 Assigned To
 Administrators
 Christy -
 Product
 Firearms
 SLA
 Not specified
 Queue
 CSR
 Date Created
 01/20/2011 04:28 PM
 Initial Response
 None
 Last Updated
 01/26/2011 03:24 PM
 Customer SmartSense
 -1 (on -3 to +3 scale)
 Staff SmartSense
 0 (on -3 to +3 scale)

Problem with Remington Model 700 BDL firing

Discussion Thread

Customer (Thomas Alejandro)

01/20/2011 04:28 PM

I have an older model 700 BDL, 30-06 rifle. I bought it from an individual. Several years back (4-5 years maybe) I pulled the trigger while I was hunting a white tail deer. I squeezed and kept on squeezing but nothing happened until I released the trigger, then it fired (maybe a couple of seconds later). I didn't know what happened but I missed the deer. After that, I took the rifle to a gunsmith to adjust the trigger (it was set high) and he adjusted to about 3 lbs. The gunsmith also cleaned the rifle for me, installed a new scope and a new butt pad. The rifle shot much better for the next several years.

This year (2010), I was on a deer again and when I pulled the trigger the gun did not fire immediately. It may have only been a second or so later until it fired but I was confused with it not firing and lost concentration. I missed the deer.

I have heard about issues with the trigger mechanism on these rifles. I have also been told that the firing pin maybe sticking or that the spring mechanism for the firing pin maybe worn and not driving the pin sufficiently hard.

Please advise as to what the problem maybe and what I can do to correct. After the incident above, I took out my Ruger M77 and shot two deer with out incident. I am an experienced hunter but I have lost confidence in the Remington rifle.

Responding to this e-mail is best, but I am listing my mailing address below in case it is required.

Thomas E. Alejandro
 1914 Redbud Dr.
 Rockdale, Texas 78567

Primary Contact

First Name: Thomas
 Last Name: Alejandro
 Organization:
 Login: teatejandro@yahoo.com
 Title:
 Contact Type:
 Email: teatejandro@yahoo.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

5778



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/27/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Thomas E. Alejandro 1914 Redbud Dr. Rockdale, Texas 76567
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 JAN 28, 2011 ALL CURR USD 1 OF 1
SVC 5ND COM ACT WT 10.0 LBS
TRACKING# 124XX5969885883146
REF 1: THOMAS E ALEJANDRO/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
OV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 11.23 PUB+HANDLING 11.23 SP 0.00

