

Remington Arms Co., Inc.
Product Service
Legal Case #5640

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221288	1/31/2011	1/13/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Eric	Duplechain	125 Eva Ln	Eunice	LA	70535		C 337-280-6049

Incident Information

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

1/13/11 Per call from Eric, he has a 700 ADL youth model that he bought around 2005 and his 40 yr old brother-in-law had borrowed it 2 weeks ago and he said that the rifle fired when he released the safety. They have not made any adjustments to the rifle.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27518	G6500224	PZ	6/14/2005 2:18:49 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/1/2005	WAL-MART DC 6003R-REGULAR	TWO PIECE BASE,RINGS	Y			

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, replace with XMark Pro TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

1/13/11 Mailing ARS.cm 2/10/11 Per Ilion, could not duplicate concern. Trigger assm functions as designed. Can offer to replace with XMark Pro TPA, clean, test fire at 1/2 normal cost. Anne Harper spoke with owner on 2/3 and he will think about the estimate and get back to us.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/1/2011
	Product Type		RP
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		PZ
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,RINGS

2011
P226/0
4th
000

5640

January 13, 2011

Eric Duplechain
125 Eva Ln
Eunice, LA 70535

Subject: #5640, Model 700

Dear Mr. Duplechain,

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 boxes 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.

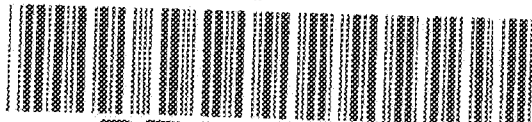
Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
Number:

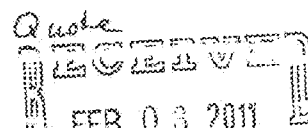
G6500224

Model: 700



RE00221288

could not duplicate concern
T.A. functions as designed.
CAN offer to replace w/ xmp
TPA, CLEAN TEST FIRE AT 1/2
NORMAL COST.



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

BY:

weapon is normally cleaned
@ the end of hunting season
and periodically during hunting season

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hepps 9
How often do you clean the bore? (Months or Number of rounds)	10-20 Rounds
How often do you clean the action? (Months or Number of rounds)	10-20 Rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	10-20 Rounds
Brand of lubricant used:	Rem-oil
How often do you lubricate the bore? (Months or Number of rounds)	Same
How often do you lubricate the action? (Months or Number of rounds)	Same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same
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?	
N/A	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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.	

To whom it may concern,

I purchased this Remington 700 ADL (serial # G6500224) in late 2005 from Wal-Mart in Crowley, Louisiana for my 8 year old son. I had a local gunsmith remove the factory installed "iron" sights and install a scope on it. NO "custom" work was ever performed on the trigger/safety mechanism.

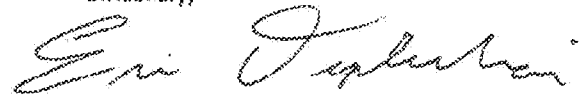
On 12/29/2010, I loaned the rifle to my brother-in-law, an experienced hunter/shooter, for a deer hunting trip. During the hunt, my brother-in-law observed a coyote and placed the muzzle out of the window of his deer blind. He moved the safety to the "fire" position and the rifle discharged. He assured me that his fingers were nowhere near the trigger or trigger guard. He explained that he held the forearm grip with his left hand and pinched the safety between his right thumb and index finger to prevent the safety from "snapping" forward and spooking the coyote.

I have not been able to duplicate the incident. However, I have no reason to doubt my brother-in-law as he is an experienced shooter who also owns a Remington 700 in 7MM Magnum.

In the days following the incident, I researched the internet for complaints about the model 700. I was NOT familiar with the numerous "alleged" malfunctions of the Remington 700 and was not aware of the "CNBC" program that aired sometime last year. I certainly do not believe everything the media reports nor do I believe everything that is available to view on the internet. On the contrary, I am a veteran police officer (15 years) who has spent enough time on the firing range to realize that many weapons malfunctions are operator induced.

In closing, I politely ask for Remington to inspect the weapon closely and make an honest effort to determine if the rifle is safe for future use. I have two daughters (10 yoa and 8 yoa) that will be using this rifle in the coming years. I have SERIOUS concerns about the safety of the rifle. Should the inspector determine that the trigger/safety mechanism is safe as is and no replacement is required, please return the rifle. For peace of mind, I will replace the trigger/safety mechanism with an aftermarket trigger assembly.

Sincerely,

A handwritten signature in cursive script, appearing to read "Eric Duplechain".

Eric Duplechain



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/19/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
RELEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		XX	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Eric Duplechain 125 Eva Ln Eunice, LA 70535
RETURN ITEM TO:	Rem Prod Serv

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

4XX598 JAN 20, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5989865690074
REF 1:ERIC DUPLCHAIN/CD/CM
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
OV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AM 0.00	PR 0.00	PUB+HANDLING 10.00
TOT PUB CHG 10.00		

