

Remington Arms Co., Inc.
Product Service
Legal Case #:5725

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221375	1/31/2011	1/26/2011	2/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Lee Alvin	Mitchell	2450 Mitchell Rd	Powhatan	VA	23139		E kmitch2008@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fired without pulling trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

1/20/11 Per email sent to Remington.com, incid # 110108-000024, "My father received a recall notice for his Model 700BDL rifle over 20 years ago (postmarked 3/11/1988) however he never had the recalled trigger assembly fixed. This past hunting season the rifle fired without the trigger being pressed and as a result we would like to have the trigger assembly replaced as noted in the recall. The letter provided a list of "trigger assembly replacement gunsmiths" and other information however the information is out of date. Due to the lapse in time since the recall I wanted to contact you to determine if Remington will still assist in correcting the defect noted in the recall. No one was injured and no property was damaged during the discharge however he now no longer feels safe using the rifle. Please let me know what steps we should take regarding the recall notice. I have provided additional information below. Rifle/Other Information: 700BDL .270 Win Serial # 6895022 Purchased 11/6/1987 (Seller = Best Products) Recall Notice (Label) Customer Number 04983 MITCHELL LEE ALVIN 2450 Mitchell Road Powhatan, Va 23139".cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	01/01/1976	B6895022	DH	9/23/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
11/6/1987	NATIONWIDE SPTS SOUTHAMPTON PA		Y			

CONCERN:FBC

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 TARP at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	62.40	2/10/2011				

1/20/11 Mailing ARS.cm 2/10/11 Per Ilion, could not duplicate concern. Replace TPA, clean and test fire under TARP at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		22" 270 WIN
	Date Code		DH
	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
	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		M700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	.014
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M700 Non-Bolt Lock	

22"
DH 9/87
5.54
1014

See Attached
5725 document

January 20, 2011

Lee Alvin Mitchell
2450 Mitchell Rd
Powhatan, VA 23139

Subject: Case 5725, Model 700

Dear Mr. Mitchell,

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 will contact you after inspection to discuss the findings and resolution.

20.40
27. -
15. -
62.40

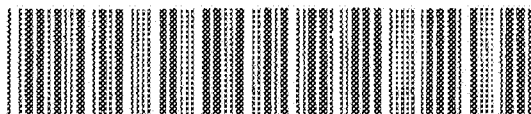
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

Serial Number:
B6895022

Model: 700



RE00221375

could not duplicate concern.
replace TPA, clean & test Rme.
under TARP AT N/C
#230145

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

BY: _____

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

Model Number: 700 BDL 300WIN		Serial Number: 68950033	
Are you the original owner? ☒ YES ☐ NO			
Name: Alvin S. Mitchell		Date of Purchase: 11/6/87	
Address (no PO Boxes): 2450 Mitchell Road			
City: Touchdown		State: Virginia	Zip: 23139
Phone (Daytime): 804-598-2094		Fax: _____	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) kmitch3008@gmail.com			
☐ I would like to receive future e-mail updates from Remington. Please describe your problem and date of occurrence:			
Shot first round, ejected empty. Reloaded second round, and at that time the gun shot a second time automatically without touching the trigger. Occurrence was on December 2nd, 2010. Please see attached recall information, gun was never repaired. 500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: Ballistic Tip	Other (i.e. bullet weight/type, shot size, powder): 130 grains
Handload Information: N/A			
Powder Used: _____		Powder Weight: _____	
Case/Shell Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloaded Used: _____	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Break Free CLP
How often do you clean the bore? (Months or Number of rounds)	Yearly
How often do you clean the action? (Months or Number of rounds)	Annually, and as needed
How often do you clean the trigger assembly? (Months or Number of rounds)	Rarely
Brand of lubricant used:	Break Free CLP
How often do you lubricate the bore? (Months or Number of rounds)	Yearly, as needed
How often do you lubricate the action? (Months or Number of rounds)	Yearly, as needed
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Yearly, as needed
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.	

ORDER FORM

catalog number	qty	description	your price
418854	1	RIFLE	329.99
16mm			
MODEL #		700 CAL 700	
SERIAL #		6595022	
ID #		224-56742	
ATF #		870615	
PAID BY		CHECK	
your name (please print)			
ALVIN Lee Mitchell			

SR1160 (rev. 4/86)

54-192247

BEST
PRODUCTS

30 1350 4730

418854 329.99

700BOL 700WIN. C

812110 20 8.79

R270M2 270 1500R

812137 8.79

R270M4 270 1500R

848832 20 4.99

DP1275 DUCKAMICA

695408 3.74

12 GA 2 3/4 MAC #

300TL 370.00

TAX 16.65

AMTQUE 336.73

CHECK 384.73

CHANGE 0.00

913 11/01/87 1204

THANK YOU

3/11/82

Remington



REMINGTON ARMS COMPANY, INC.
LION, NEW YORK 13357

Recall Letter

CUST NUM=04983 *** 9 ***
MITCHELL LEE ALVIN
2450 MITCHELL RD
POHATAN VA 23139



REMINGTON ARMS COMPANY, INC.

SPORTING ARMS-AMMUNITION-TARGETS-TRAPS

ILION, NEW YORK 13357

TELEPHONE (315) 894-9961

Dear Customer:

Our records show you are the holder of a Model 700 series rifle in need of a replacement trigger assembly. The serial number of the concerned rifle is listed on the enclosed form.

As it came to you from the factory, your rifle met all Remington tests and standards for reliability and performance that have made Remington bolt action rifles the preferred choice of serious shooters.

However, during routine test firing, Remington discovered the possibility that an improperly manufactured trigger part may have been assembled in a number of Model 700 series rifles. Although unlikely, the improperly produced part could possibly break and allow the rifle to fire when the safety is moved from the safe position to the fire position without the trigger being pulled.

Since the safety and quality of our firearms is our utmost concern, Remington will, at no charge, replace the trigger assemblies in all rifles which possibly contain the impacted part. To accomplish this, a trigger assembly replacement program has been instituted.

Therefore, we request that you bring or ship your rifle(s) to the nearest Remington New Gun Repair Station in your area. A list of such locations is enclosed.

If it is inconvenient or difficult for you to return the rifle to a listed New Gun Repair Station, you can elect to ship the rifle via United Parcel Service, transportation C.O.D., to:

Remington Arms Company, Inc.
Dept. RP
14 Hoefler Ave.
Ilion, NY 13357

In returning your rifle to either a New Gun Repair Station or to our above factory address in Ilion, NY, please do the following:

1. Mark the outside of the package clearly with "DEPT. RP - TRIGGER REPLACEMENT"
2. Include your name and return address on the outside of the box and on a note placed inside the box.

This will speed the repair of your rifle and its return to you.

If you need a box for shipping purposes, please advise me at the Ilion address.

If your rifle has already had its trigger assembly replaced or has been sold by you, please provide the information requested on the form enclosed. Then, return that form to Remington, Dept. RP, using the postage paid envelope provided.

We apologize for any inconvenience this may cause you.

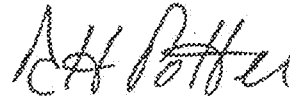
In appreciation of your efforts, we will send you a "Remington Country" elk head belt buckle, especially designed for Remington by Sid Bell, as soon as the repair of your rifle(s) is recorded.

Please remember that this trigger replacement program applies only to a limited number of recent Model 700 series guns (Models 700, Seven, 40X series and Sportsman 78) and not to any other Remington gun models.

If you have any questions about this trigger assembly replacement program, you may call toll free at the following 800 number:

(800) 634-2459
(8:00 a.m. - 4:30 p.m. EST)

Sincerely,



R.H. Potter
Supervisor
Product Service

RHP:tpg

Remington Arms Company, Inc.

Reference #
110108-000084

Status
Updated

Assigned To
Administrators
Christy -

Product
Ammunition

SLA
Not specified

Queue
CSR

Date Created
01/08/2011 08:56 PM

Initial Response
01/19/2011 10:43 AM

Last Updated
01/19/2011 12:02 PM

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

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

Remington 700BDL - Recall Notice (3/11/1988) - Still Covered?

Discussion Thread

Customer (K Mitchell)

01/19/2011 12:02 PM

Please mail the UPS shipping label to:
Alvin L. Mitchell
2450 Mitchell Road
Powhatan, VA 23138

After repairs have been completed please return the rifle to the same address above.

Response (Christy -)

01/19/2011 10:43 AM

I apologize for the long delay in responding. I can mail, fax or email a prepaid UPS ground shipping label to you to cover the cost of shipping to our factory. Please let me know if the address below is where you would like this label mailed and returned after repair.

Sincerely,
Christy Mitchell

Customer (K Mitchell)

01/08/2011 08:56 PM

Dear Sir/Madam,

My father received a recall notice for his Model 700BDL rifle over 20 years ago (postmarked 3/11/1988) however he never had the recalled trigger assembly fixed. This past hunting season the rifle fired without the trigger being pressed and as a result we would like to have the trigger assembly replaced as noted in the recall. The letter provided a list of "trigger assembly replacement gunsmiths" and other information however the information is out of date. Due to the lapse in time since the recall I wanted to contact you to determine if Remington will still assist in correcting the defect noted in the recall. No one was injured and no property was damaged during the discharge however he now no longer feels safe using the rifle.

Please let me know what steps we should take regarding the recall notice. I have provided additional information below.

Rifle/Other Information:
700BDL .270 Win
Serial # 6895022
Purchased 11/6/1987 (Seller = Best Products)

Recall Notice (Label)
Customer Number 84883
MITCHELL LEE ALVIN
2450 Mitchell Road
Powhatan, Va 23138

Thank you,
Kevin Mitchell

Primary Contact

First Name: K
Last Name: Mitchell
Organization:
Login: kmitch2008@gmail.com
Title:
Contact Type:
Email: kmitch2008@gmail.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

5725



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
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Alvin L. Mitchell 2450 Mitchell Road Powhatan, VA 23139
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# 124XX5989065255026
REF 1:ALVIN MITCHELL/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DY 0.00 COD 0.00 SVC T/P USD
DC 0.00 DCD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.80 PUB+HANDLING 8.80