

Remington Arms Co., Inc.
Product Service
Legal Case #:5858

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222741	2/10/2011	2/11/2011	2/28/2011				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Gerald	Walrath	11224 SE 224th Terrace	Hawthorne	FL	32640		H 352-494-2964 E walrath07@bellsouth.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI finger injured				
PD hole in truck	Cause:4012 Improper Headspace		U	
S	Concern:1020 Fired on Bolt Opening			
C				

2/28/11 Per letter with rifle, Gerald's brother was using his rifle in the '80's and stated that after hunting he went back to his father's truck to unload and had it pointed to the roof and when he went to lift the bolt the gun fired jumping out of his hand shooting a hole in the roof of the van and tearing a chunk of his finger out and leaving a small crack in the stock. He did not believe the gun was at fault until recently when he began reading about the Remington rifles on the internet.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	B6318445	CB	4/3/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENT SPARKS NV		U			

CONCERN:FIRED WHILE UNLOADING,INJURY TO HAND, CRACK IN STOCK

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
Repairing rifle at no charge as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	186.23	3/1/2011				

2/28/11 Repairing rifle at no charge as gesture of goodwill to restore confidence in rifle. Called Walrath to be sure BDL conversion was ok, he was happy with the repairs and conversion.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/11/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4012	Improper Headspace	NO WOOD ADL STOCKS AVAIL. CAN REPLACE WITH ONE WITH A DROP DOWN FLOOR PLATE
Barrel	Description		24" 7MM REM MAG
	Date Code		CB
	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	---Select---	CRACK AT BOLT HANDLE OPENING
	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---	.013
	Notch	Slightly Worn; Functioning	BINDS/SLUGGISH
		Test Fired	False
Feeding Test	Tests	False	

Trigger	Condition	Slightly Worn; Not Functioning	CONTAMINATED WITH A DRIED AND STICKY LUBE RESIDUE.PARTS BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

To; Customer Service

My name is Gerald Walrath I currently am retired from USAF in Hawthorne Florida. I have a problem and feel like I must have been living under a rock not to have heard that your company was doing repair to this model rifle or the problems with it Let me start my story. I bought this model 700 7mm mag in about 1981 or 82 in the Wal-Mart outside of Hill AFB Utah, I fired maybe 20 rounds thru it and shot 2 of the biggest mule deer in my life with it. Being in the USAF I was transferred all over the world for the next 20 years and was not ever stationed anywhere that a rifle of that caliber was needed. During one assignment to England I could not take my guns so I left them with my family in upstate New York, my brother used it once to go bear hunting and this is where it gets interesting. He told me upon my return from England that he was done hunting the first day of the hunt and when he went to unload the rifle before placing it in its case he was sitting on the floor of my father's Dodge van went to unload it started to lift the bolt with barrel facing the inside roof of van and the gun fired jumping out of his hand shooting a hole in the roof of the van and tearing a chunk of his finger out and leaving a small crack in the stock hairline crack. When he relayed this story to me it was done quietly because he did a make shift repair to my dad's van and never told my dad and lied about the injury to his finger and I blew it off because I figured he did something wrong he was 18 at the time. Now this is 20 years later I have not fired this rifle since 1984 my brother used it in 1987 and at the most 25 rounds have been put thru this gun but it has been maintained and cleaned and oiled with the rest of my weapons and just the other day I was cleaning it and put the bolt in flipped safety switch on and off went to release bolt and it fired the gun fired I heard the click luckily no rounds were in the gun but the firing pin released. So I started talking to a friend and he directed me to these sites on the internet about deaths and damages and that there was some sort of recall. What I feel bad about is I thought my brother had done something wrong to hurt himself and the gun when it looks like I have a gun with a problem. I feel like I had my head in the sand I never heard about this it seems like All places that sold these rifles would have had to contact the buyers. Please Let me Know what I have to do to put a claim to get my gun fixed and I am not looking to sue or anything my brothers finger has healed and we are Upstate New York Dairy people we just want it made right. I do not want to have a fire arm that I am afraid to fire, I just joined a rifle range that has a 600 yd. range and was looking forward to using the rifle. I am a fan of Remington and own 2 of your 870s and 1 of your 1100s and have never had a problem with any of your products until now.

Contact info:

Gerald Walrath
11224 S.E. 224th Terrace
Hawthorne, Fla 32640

Home Phone: 352-481-5086
Cell Phone: 352-494-2964

E-Mail walrath07@bellsouth.net

1.73
108.30
14.20
20.40
27.-
15.-
186.23

Reference #
110120-000534

Status
Solved

Assigned To
Staff
Jonsie -

Product
Firearms

SLA
Not specified

Queue
CSR

Customer service model 700 safety problem

Discussion Thread

Response (Jonsie -)

01/21/2011 03:22 PM

Dear Mr. Walrath,

I'm glad you called in regarding your 700, serial number B6318445. You should receive your shipping label in 7-10 days. We definitely want to get you gun in and have it checked out for function and safety. Should you have any other questions, please feel free to contact our Consumer Service Department at 800-243-9700.

Customer (Jerry and Glenda)

01/20/2011 06:41 PM

This site was no help I will call tomorrow your Customer Service is the most non personal uncaring, now maybe I see why all the web articles about this issue were so negative if this is how you have always handled safety issues with customers. From: Remington Information [mailto:info@remington.com]
Sent: Thursday, January 20, 2011 4:31 PM
To: walrath07@bellsouth.net

Subject: Customer service model 700 safety problem [incident: 110120-000534]

Customer (Jerry and Glenda)

01/20/2011 04:31 PM

I sent an e-mail to your organization in good faith on Jan 13 2011 asking for help and have had no response. I am attaching a copy of the document a second time

===== application File Attachment =====
Remington doc.docx, 15074 bytes, added to incident

Date Created
01/20/2011 04:31 PM

Initial Response
01/21/2011 03:22 PM

Last Updated
01/27/2011 03:34 AM

Date Closed
01/27/2011 03:34 AM

Primary Contact

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

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

First Name: Jerry
Last Name: and Glenda
Organization:

Login: walrath07@bellsouth.net

Title:

Contact Type:

Email: walrath07@bellsouth.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

File Attachments

Name	Size	Content Type
Remington doc.docx	14.72k	application/vnd.openxmlformats-officedocument.wordprocessingml.document

5858
X

Remington

Factory Repair Instructions

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

Model Number: 700	Serial Number: B6318445
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: GERALD WALRATH	Date of Purchase: 1901
Address (no PO Boxes): 11224 SE 224TH TERRACE	
City: HAWTHORNE	State: Florida Zip: 32640
Phone (Daytime): 352.494.2964	Fax:
E-mail Address: WALRATH07@BELLSOUTH.NET	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: FIRED ONCE WHILE UNLOADING CAUSING INJURY TO HAND AND HAIRLINE CRACK IN STOCK SEE E-MAIL ATTACHED TO SENT TO CUSTOMER SERVICE	
Ammunition Information:	
Manufacturer: REMINGTON	Type:
Other (i.e. bullet weight/type, shot size, powder): 150 grain	
Handload Information:	
Powder Used: X	Powder Weight:
Case/Hull Used: X	Primer Used: X
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: HOPPE'S	
How often do you clean the bore? (Months or Number of rounds) EVERY 4 MONTHS HAVE NOT FIRED IN 15 YRS	
How often do you clean the action? (Months or Number of rounds) EVERY 4 MONTHS	
How often do you clean the trigger assembly? (Months or Number of rounds) Lubricate 4 months	
Brand of lubricant used: REM OIL & HOPPE'S	

24"
CB4K
6th
10/13

RECEIVED
FEB 25 2011

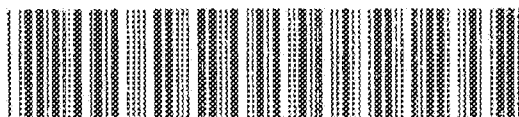
BY: _____

How often do you lubricate the bore? (Months or Number of rounds)	4 months
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
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NO	
What were the services performed? None	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	

Serial Number

B6318445

Model: **700**



RE00222741

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.
made in shipping and handling. Preferably,
(e. returned.)
loss or damage.
to the box. Shipments without a proper

ist. Remington is not responsible for
purchase insurance from your carrier.

telines:

:: 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.

