

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5641

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221009	1/28/2011	1/13/2011	1/31/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Westbrooks	3589 Candlewood Tr	Marietta	GA	30066		H 770-361-2158

## Incident Information

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

1/13/11 Per call from Steve, when he put a bullet in the chamber, his finger was at the trigger but he did not pull it and it fired on safety release.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006 SPR	25793	B6834083	XG	12/19/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTERPRISES	SCOPE BASE,BOTTOM HALF RINGS	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
			Remington/700/CF/BA			
Per Ilion, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

1/13/11 Mailing box and ARS.cm 2/7/11 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Replace TPA, clean, test fire at 1/2 normal cost. Approved by phone call to Consumer Dept today.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		XG
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	N/S SYN CAMO
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, RUSTY
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE, BOTTOM HALF RINGS

22"  
XG 12/31  
7#  
1013

5641

January 13, 2011

Steve Westbrooks  
3589 Candlewood Tr.  
Marietta, GA 30066

Subject: #5641, Model 700

Dear Mr. Westbrooks,

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".

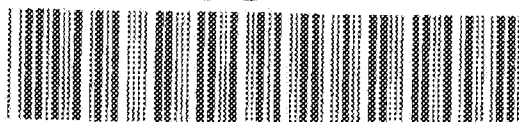
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

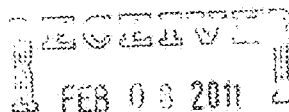
could not duplicate concern  
T.A. Dirty + Rusty. Replace TPA,  
clean + Test fire at 1/2  
normal cost.

Serial Number  
B6834083  
Model: 700



RE00221009

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) BY: .....

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

Model Number:	700 BULL	Serial Number:	B6834083
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	STEVE WESTBROOK	Date of Purchase:	1988-89 ?
Address (no PO Boxes): 3589 CANDLEWOOD TRAIL NE			
City:	MANICHA	State:	GA
		Zip:	30066
Phone (Daytime):	770-361-2158	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) STEVWEST @ prestite-sales.com			
E-mail Address: NO			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<div>READ Letter enclosed Gun Fired when SAFETY WAS RELEASED DID NOT pull BACK on trigger</div>			
500 characters left			
Ammunition Information:			
Manufacturer:	Winchester	Type:	30-06 SPR6 powerpoint
Other (i.e. bullet weight/type, shot size, powder): 180 GR powerpoint			
Factory Load			
Handload Information:			
Powder Used:	/	Powder Weight:	/
Case/Hull Used:	/	Primer Used:	/
Bullet Type/Shot Size:	/	Reloader Used:	/

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hopps / * shoot gun 20 times a year
How often do you clean the bore? (Months or Number of rounds)	2-3 times a year 2-3 months
How often do you clean the action? (Months or Number of rounds)	1-2 times a year 1-2 months
How often do you clean the trigger assembly? (Months or Number of rounds)	1-2 times a year 1-2 months
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	2-3 times a year 2-3 months
How often do you lubricate the action? (Months or Number of rounds)	1-2 times a year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1-2 times a year
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?	
NEVER now or ever done to gun	
What were the services performed?	
none	
<p>Remington Arms Co., Inc.          Attn: Arms Service Division          14 Hoefler Avenue          Ilion, NY 13357</p>	
<p>⚠ 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.</p> <ul style="list-style-type: none"> <li>Record the serial number of your firearm before sending it.</li> <li>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.)</li> <li>Remove all accessories from your firearm to prevent loss or damage.</li> <li>Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</li> </ul>	

1/14/11

To: Remington Arms

From: Steve Westbrooks

3589 Candlewood Trail NE

Marietta GA 30066

770-361-2158

This model 700BDL has never caused me any concern. The gun is around 22 years old. I have heard the stories of a trigger problem for many years. I even watched the story on CNBC last year covering the trigger issue. Even after the story I felt there may have been something the accident victims did wrong themselves that could have caused the disaster. This story made me more aware of what not to do when holding a loaded gun.

On Wednesday the 12<sup>th</sup> of January I took my 13 year daughter to an indoor gun range to let her shoot my 30-06 a couple of times to see if she could handle the gun. To get started I decided to show her while she was standing behind me to the right side of the bench how to load a bullet in the chamber and prepare to turn the safety off, look in scope and pull the trigger. When I had the bullet in the chamber I turned back to her to make sure she was still behind me, I told her I was going to turn the safety off and shoot. I turned back to face the gun, holding it ready to shoot, turned the safety off just as my eye was getting close to the scope the gun fired. I was not in position and did not pull the trigger. My finger was next to the trigger but was not pulling back. My daughter immediately asked if I meant to shoot that way. I was in a loss for words. I told her "NO" & that the gun fired without me being ready nor did I pull the trigger. I did shoot the gun 3 more times and the gun worked correctly.

The gun went off just as the documentary showed. When the safety was released something went wrong and was not suppose to fire until the trigger was pulled back. I was prepared as I was holding the gun in ready position but did not in any way pull the trigger. I am only thankful that this was an accident where nobody was hurt or in great danger. I do attribute the reason one got hurt was that I was using extreme caution holding the gun and preparing to fire.

This gun has never had any work to the trigger. The bullets used were Winchester Super X 180 grain power point factory load. The only change to the original gun was that a new Remington factory replacement stock was installed. This stock did not affect the gun or trigger housing area. At this point I will not let me daughters, wife or friends around this gun. I am very concerned about using this gun in the field. Remington has been my gun of choice and remains to this day. I hope that this problem is corrected. I do not want to get a phone call from Remington stating that there is nothing wrong with the trigger mechanism as the malfunction could not be re-simulated at the factory. This happening one time is one time too many. There is a fix to the problem and it must be preformed. If there is no fix than Remington needs to stand by its name and replace with a newer model that does not have a trigger problem.

This is as accurate ofA description to what happened as possible. This is not a made up story due to the CNBC story. I am not asking for a free gun but if that is what it takes for Remington to correct the problem, than provide a new gun. If the trigger can be fixed to eliminate this from happening to me again, fix the problem. I can see how people did get hurt with this trigger problem. It was not their fault the gun went off but by using a little more safety rules while holding a loaded gun, it may have prevented tragedy. People buy Remington for the name and quality of gun.

Sincerely,



Steve Westbrook



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	1/13/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <input checked="" type="checkbox"/>	
DESCRIPTION:			
700 B0834083			

## LABEL INFORMATION

MAIL LABEL TO:	Steve Westbrook 3589 Candlewood Tr Marietta, GA 30066
RETURN ITEM TO:	Rem Product Service

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

4XX598 JAN 13, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5989067634683  
REF 1: STEVE WESTBROOKS/CD/CM  
REF 2: 700/B0834083

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
OV 0.00	COD 0.00	RS 0.50
DC 0.00	DD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.36	PUB+HANDLING	9.36



