

Remington Arms Co., Inc.
Product Service
Legal Case #:5485

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218635	1/12/2011	12/22/2010	1/13/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Craig	Zimmerman	12559 Gearhart Rd	Greencastle	PA	17225		H 717-597-8796 E cczman52@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	did not fire until 3-5 sec after pulling trigger	Cause:4038 Could Not Duplicate Concern Concern:1023 Delayed Firing - Firearms	Unknown	
C				

12/21/10 Per email sent to Remington.com, incid 101213-000067, "Pennsylvania rifle season has just closed and one of my hunting companions had an issue with his model 700 rifle with a synthetic stock. Actually this is his second issue with this rifle and it is the same issue. Last year he had taken the safety off to shoot at a deer and when he pulled the trigger nothing happened until a few seconds later the rifle fired without the trigger being touched again. He took the rifle to a reputable gunsmith in our area who took the bolt apart and cleaned it and the entire rifle. When he took it to the range to shoot in this year there was no problem. The last day of rifle season, this past Saturday, 11 December, he attempted to shoot at a doe and when he took the safety off and pulled the trigger, nothing happened until about 3-5 seconds later the rifle went off. Thankfully he had the rifle pointed in a safe direction. I myself own three model 700's and haven't had a problem but this issue really concerns me. The rifle is out of warranty but that is no reason this problem should exist. What, in your opinion could cause this delay in firing? The temperature at the time was about 40 degrees; keep in mind the bolt and rifle was professionally cleaned just last year."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24739	S7610547	AQ	3/1/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
6/1/1996	ELLETT BROTHERS	SCOPE,RINGS,BASE,HARD CASE	Y			

CONCERN:DELAYED FIRING

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
Owner requests return as received.						
	Repair/Replacement Cost	Repair/Replacement Date				

12/21/10 Mailing ARS.cm 1/25/11 Per Ilion, could not duplicate concern. Trigger assm dirty and has a partially dried and sticky lube residue causing parts to work sluggish. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm 1/26/11 Left voice message with inspect/quote info. Awaiting reply.cm 2/7/11 Owner requests that we return as received.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/13/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	IMPROPER MAINTENENCE
Barrel	Description		20" 243 WIN SS
	Date Code		AQ
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY SLUGGISH
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

Non-Remington Components	Description	SCOPE,RINGS,BASE,HARD CASE
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Please return this rifle as is do not repair it. When I explained the problem I told you the problem only happens when the rifle has been in the cold for 5-6 hours. I do not know if this was done or not when it was tested. In any case after some research I have found that I'm not the only one with this problem with a 700. I'm not sure one of your triggers will fix the problem. I'm enclosing a check for the postage. Thank you for your help.

\$17.00 #15182

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING**REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number	Description/Serial Number	Date Received -	1/12/2011
RE00218635	S7610547	Estimate Date -	1/13/2011
Account # - R-		Current Date -	1/14/2011

CustomerCRAIG ZIMMERMAN
12559 GEARHART ROAD

GREENCASTLE, PA 17225 US

Phone (H) (717)-597-8796

Phone (W)

Return ToCRAIG ZIMMERMAN
12559 GEARHART ROAD

GREENCASTLE, PA 17225 US

Fax

Email

Please Circle One

VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____

PO Number _____

Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____

Approval: Customer Signature _____ Date _____

☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box

Notice: We process checks electronically through Check 21

ReportedProblemsFoundM123 FORWARD TO PRODUCT SERVICE
FOR INSPECTIO

M123 FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes could not duplicate concern.trigger assm dirty and has a partially droid and sticky lubrication residue causing parts to work sluggish.can offer to replace trigger plate assm,clear and test fire at 1/2 normal cost.

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305575	7 X-MARK PRO TRIG ASSB - SILVER	1	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$75.50
Est. Sales Tax:						\$4.53
Grand Total:						\$80.03

5485

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

20"
AQ3/96
2.5x

Model Number: 7	Serial Number:
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Craig Zimmerman	Date of Purchase: June 1996
Address (no PO Boxes): 12559 Gearhart Rd.	
City: Greencastle	State: Pa. Zip: 17225
Phone (Daytime): 717-597-8796	Fax:
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) CCZMAN52@Comcast.Net	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: See Attached Notes	

could not duplicate concern.
T. A. Dirty & has a partially dried &
sticky lube residue causing parts
to work sluggish. C/w offer to
replace TPA, clean & test fire AT
1/2 normal cost.

Quote

S7610547

Model: 7



RE00218635

Manufacturer: Federal	Type: Fusion
Other (i.e. bullet weight/type, shot size, powder): 7.6 G.	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

RECEIVED

JAN 17 2011

BY:

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Rem Oil or Hoppes
How often do you clean the bore? (Months or Number of rounds)	Once a Year
How often do you clean the action? (Months or Number of rounds)	Once a Year
How often do you clean the trigger assembly? (Months or Number of rounds)	Once a Year
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	Once a Year
How often do you lubricate the action? (Months or Number of rounds)	Once a Year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Once 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	
What were the services performed?	
<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> <p>• 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.</p>	

This rifle has been returned just the way it was when it misfired. I have not cleaned it. After last season it was cleaned by a professional gunsmith. The same thing happened this year as last. When it is used in cold weather you pull the trigger nothing happens then after 3 or 4 seconds the gun goes off with out touching the trigger. This happened 2 out of 5 rounds fired.

Craig Zimmerman

12559 Gearhart Rd.

Greencastle Pa.

717-597-8796

Connie Zimmerman

From: "Sean Zimmerman" <seanandmichel@embarqmail.com>
To: <cczman52@comcast.net>
Sent: Monday, December 20, 2010 12:13 PM
Subject: Fw: model 700 [Incident: 101213-000067]

----- Original Message -----

From: Bobby & Denice
To: Sean & Michel Zimmerman
Sent: Monday, December 20, 2010 11:45 AM
Subject: FW: model 700 [Incident: 101213-000067]

Well, here is the answer. I would suggest if Craig could call and talk to this lady and if he wants he can have them send a label to mail the gun to them. He would want to know about cost if any and assure her that he was using gun oil. I won't respond to them unless he wants me to. The clock is ticking for the 72 hours. Now would be good time send the rifle as they would have plenty of time to get it back to him. Bob

From: Remington Information [mailto:info@remington.com]
Sent: Monday, December 20, 2010 11:37 AM
To: bodenorris@embarqmail.com
Subject: model 700 [Incident: 101213-000067]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

[To access your question from our support site, click here.](#)

Subject

model 700

Discussion Thread

Response (Chris)

12/20/2010 11:36 AM

Mr. Norris, I apologize for the delay in responding. Ask him what he is lubricating the bolt with if anything. It does not need much oil and it definitely needs to be a "gun" oil and not a household lubricant such as WD40. I am not trying to imply anything but just want to be sure that the proper lubricant is used as you would be surprised at what I hear on this end.

I would be glad to send him a prepaid shipping label to pay for shipment into our factory for inspection to try to determine the cause. Feel free to give him my name and number or email address. I will need the serial number and the name and address to mail the label.

Sincerely,

Christy Mitchell

12/20/2010

PS 19302

800-243-9700, ext 8684

christy.mitchell@remington.com**Customer (Bobby & Denice)**

12/13/2010 01:56 PM

To Whom It May Concern: Pennsylvania rifle season has just closed and one of my hunting companions had an issue with his model 700 rifle with a synthetic stock. Actually this is his second issue with this rifle and it is the same issue. Last year he had taken the safety off to shoot at a deer and when he pulled the trigger nothing happened until a few seconds later the rifle fired without the trigger being touched again. He took the rifle to a reputable gunsmith in our area who took the bolt apart and cleaned it and the entire rifle. When he took it to the range to shoot in this year there was no problem. The last day of rifle season, this past Saturday, 11 December, he attempted to shoot at a doe and when he took the safety off and pulled the trigger, nothing happened until about 3-5 seconds later the rifle went off. Thankfully he had the rifle pointed in a safe direction. I myself own three model 700's and haven't had a problem but this issue really concerns me. The rifle is out of warranty but that is no reason this problem should exist. What, in your opinion could cause this delay in firing? The temperature at the time was about 40 degrees; keep in mind the bolt and rifle was professionally cleaned just last year. Any help or suggestions for my friend would be greatly appreciated. He is considering buying a rifle from another manufacturer.

Thanks, Bob Norris

Question Reference #101213-000067**Product Level 1: Firearms****Date Created:** 12/13/2010 01:56 PM**Last Updated:** 12/20/2010 11:36 AM**Status:** Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----
----- [---001:002754:06646---]

57610547

12/20/2010

PS 19303

Zimmerman, Craig S CTR US USA

From: Mitchell, Christy [Christy.Mitchell@remington.com]
Sent: Tuesday, December 21, 2010 9:35 PM
To: Zimmerman, Craig S CTR US USA
Subject: RE: question reference #101213-000067 (UNCLASSIFIED)

Mr. Zimmerman, I will mail you a prepaid UPS ground shipping to cover shipment to our factory for inspection. We can contact you afterward with the findings and resolution. I will mail it tomorrow. Hopefully you will receive it next week.

Merry Christmas!

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

870 Remington Dr.

Madison, NC 27025-0700

Phone: 336.548.8684

Fax: 336.548.7872 or 336-548-7784

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R, NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced Armament Corp., Barnes Bullets, INTC

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-----Original Message-----

From: Zimmerman, Craig S CTR US USA [mailto:craig.zimmerman3@us.army.mil]
Sent: Tuesday, December 21, 2010 5:40 AM
To: Mitchell, Christy
Subject: question reference #101213-000067 (UNCLASSIFIED)

Classification: UNCLASSIFIED

Caveats: FOUO

Christy,

This E-mail is in regard to question #101213-000067 sent to you by Robert Norris. I have only used top grade gun oil on this rifle. Before this season it was cleaned by a professional gunsmith. I would very much like Remington to take a look at it. The serial # is 57610547 and it is a model 7 not a 700. Please let me know what the cost will be? I will be glad to provide any information you may need

CRAIG ZIMMERMAN
12559 GEARHART RD
GREENCASTLE PA. 17225
717-597-8796

E-MAIL cczman52@comcast.net

THANKS

Classification: UNCLASSIFIED

Caveats: FOUO

5485

Mitchell, Christy

From: Zimmerman, Craig S CTR US USA [craig.zimmerman3@us.army.mil]
Sent: Tuesday, December 21, 2010 5:40 AM
To: Mitchell, Christy
Subject: question reference #101213-000067 (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: FOUO

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CRAIG ZIMMERMAN
12559 GEARHART RD
GREEMCASTLE PA. 17225
717-597-8796
E-MAIL cczman52@comcast.net

THANKS

Classification: UNCLASSIFIED
Caveats: FOUO

Reference #
101213-000067
Status
Waiting
Assigned To
Administrators
Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/13/2010 01:56 PM
Initial Response
12/20/2010 11:36 AM
Last Updated
12/20/2010 11:36 AM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

model 700

Discussion Thread

Response (Christy -)

12/20/2010 11:36 AM

Mr. Norris, I apologize for the delay in responding. Ask him what he is lubricating the bolt with if anything. It does not need much oil and it definitely needs to be a "gun" oil and not a household lubricant such as WD40. I am not trying to imply anything but just want to be sure that the proper lubricant is used as you would be surprised at what I hear on this end.

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Sincerely,

Christy Mitchell
800-243-9700, ext 8684
christy.mitchell@remington.com

Customer (Bobby & Denise)

12/13/2010 01:56 PM

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Thanks, Bob Norris

Primary Contact

First Name: Bobby &
Last Name: Denise
Organization:
Login: bodenorris@embargmail.com
Title:
Contact Type:
Email: bodenorris@embargmail.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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/21/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		XX	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	CRAIG ZIMMERMAN
	12559 GEARHART RD
	GREENCASLE PA. 17225
RETURN ITEM TO: Rem Prod Serv	

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

4XX588 DEC 22, 2010 ALL CURR USD 1 OF 1
SVC ENDCOM ACT WT 10.0 LBS
TRACKING# 124XX5889065840438
REF 1: CRAIG ZIMMERMAN/CO/CM
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COO 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.45	PUB+HANDLING	7.45







