

Remington Arms Co., Inc.
 Product Service
 Legal Case #:6358

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
235499	7/12/2011	7/18/2011	7/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Deaton	45 Shorty Rd SW	Cave Spring	GA	30124		H 706-346-5811 E mpdeaton@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	Concern:1007	Fired on Safe Release		
C	FSR			

Customer sent firearm in. He stated that he has experienced a FSR with the rifle without touching the trigger. He stated that he discovered Remington has an issue. He stated that he hasn't used the rifle since the FSR. He stated he bought it used at a low price. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	n/a	B6245822	DA	7/25/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
4/1/2011	AEROMARINE BIRMINGHAM AL		N			

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 - Quote to repair

Repair/Replacement Cost	Repair/Replacement Date
7/25/11: Per Ilion - Chamber has extreme max headspace condition & will need a new bolt to correct it. TA set screws altered & trigger not returning properly. Replace TA, clean & test fire - quote. The quote is to replace the bolt. TA being replaced at n/c. Customer refused quote & wants gun R as R. df	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 300 WIN MAG
	Date Code		DA
	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	Worn; Functioning	HAS AN EXTREME MAX HEADSPACE CONDITION
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	HAS BEEN REFINISHED
	Stock Condition	Slightly Worn; Functioning	SYN REM STK
	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---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

6358

24"
DA 9/80
2.5#
.010

->

Print		Reset	
Model Number: 700		Serial Number: B6245822	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Mike Deaton		Date of Purchase: Apr 2011	
Address (no PO Boxes): 45 Shorty Rd SW			
City: Cave Spring		State: GA	Zip: 30124
Phone (Daytime): 706-346-5811		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) mpdeaton@yahoo.com			
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:			
<p>It has been verified by two people that this gun will fire at different times when pushing the safety forward from the SAFE to the FIRE position, without touching the trigger. I was the first to discover this. My shooting buddy was the next to also bring it up. I thought it was a mistake but when he also had the same problem, I felt that something was wrong. It was after that, I discovered that Remington had a problem with the safety in the Model 700's. I have not fired the gun since.</p>		<p>Chamber has an EXT. mag head space condition and will need a new bolt to correct. T.A. set screws altered, TRIG. NOT RETURNING proper dup hole TPA, CLEAN + TEST R in UNDER BCP for \$20.00 + ship</p> <p>Quote</p>	
6 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Model 700	
Other (i.e. bullet weight/type, shot size, powder):			
BY:			

RECEIVED
JUL 20 2011

Serial Number:
B6245822
Model: **700**



RE00235499

Powder Weight:	
Primer Used:	
Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	20 rounds
How often do you clean the action? (Months or Number of rounds)	20 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	as necessary
Brand of lubricant used:	Hoppes
How often do you lubricate the bore? (Months or Number of rounds)	20 rounds
How often do you lubricate the action? (Months or Number of rounds)	20 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	20 rounds
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	Recently purchased this rifle
What were the services performed?)	n/a
Ship your INSURED firearm by either UPS or Parcel Post to:	
<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.</p>	

Reference #
110722-000049

Status
Solved

Assigned To
Staff
Danny -

Product
Other

SLA
Not specified

Queue
CSR

Re: Remington Model 700 issue [Incident: 110430-000035] [Incident: 110614-000005] [Incident: 110701-000038]

Discussion Thread

Customer (Mike Deaton) 07/22/2011 05:55 PM
 Send it back to me. As I told you before I even sent it. I have been out of work for 2 years. I am just getting by now.
 I will sell the rifle to someone else.
 From: Remington Information
 To: mpdeaton@yahoo.com
 Sent: Tuesday, July 5, 2011 8:36 AM
 Subject: Re: Remington Model 700 issue [Incident: 110430-000035] [Incident: 110614-000005] [Incident: 110701-000038]

Note (RightNow Administrator -) 07/22/2011 05:55 PM
 Incident created due to reply to expired incident 110701-000038.

Date Created
07/22/2011 05:55 PM

Initial Response
None

Last Updated
07/25/2011 01:14 PM

Date Closed
07/25/2011 01:14 PM

Primary Contact

First Name: Mike
Last Name: Deaton
Organization:
Login: mpdeaton@yahoo.com
Title:
Contact Type:
Email: mpdeaton@yahoo.com
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street:
City:
State/Province:
Postal Code:
Country:

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

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

Additional Information

Reference # 110430-000035
Status Solved
Assigned To Administrators Alfredo -
Product Other
SLA Not specified
Queue CSR
Date Created 04/30/2011 01:41 PM
Initial Response 05/06/2011 04:03 PM
Last Updated 05/25/2011 03:53 AM
Date Closed 05/25/2011 03:53 AM
Customer SmartSense -1 (on -3 to +3 scale)
Staff SmartSense -1 (on -3 to +3 scale)

Remington Model 700 issue

Discussion Thread

- Response (Alfredo -)** 05/19/2011 11:16 AM
 Mike I am really sorry we could not resolve this. I can't just assume that everything will be covered because we have not seen the gun. I have offered to pay for shipping to you and pay to get it back to you. I do not know what condition it is in. If you decide you do not want any work to it we will send it back as is no charge.
- Customer (Mike Deaton)** 05/19/2011 10:56 AM
 Sorry but not going to happen
 From: Remington Information
 To: mpdeaton@yahoo.com
 Sent: Thu, May 19, 2011 10:28:29 AM
 Subject: Remington Model 700 issue [Incident: 110430-000035]
- Response (Alfredo -)** 05/19/2011 10:28 AM
 Mike lets get the gun to the repair center. We will go from there is not a bad thing I just need to get it there and have it looked at before we can determine the next course of action. My main goal is to get the gun 100% for you.
- Customer (Mike Deaton)** 05/19/2011 10:17 AM
 It is the "Go from there" that worries me.
 No thanks
 Mike Deaton
 Cave Spring, GA
 From: Remington Information
 To: mpdeaton@yahoo.com
 Sent: Thu, May 19, 2011 9:26:18 AM
 Subject: Remington Model 700 issue [Incident: 110430-000035]
- Response (Alfredo -)** 05/19/2011 09:26 AM
 Mike what is your shipping address. I will send you a label so we can get it to the repair center. Then we will go from there.
- Customer (Mike Deaton)** 05/19/2011 09:15 AM
 You folks have already said that my gun is out of warranty and, I have been out of work for 2 years with no work in sight. I cannot take the chance that I will be paying out to fix the problem and paying for shipping to get it back. I am running on fumes now and that is an expense I cannot pay out. Besides, if I get it fixed here, I save the shipping and insurance costs. Which will not be for quite a while. When I do, I will know what is wrong with the safety and who is responsible. By the time I pay for the fix, I will probably have more in the gun than it is worth.
 I am just disappointed that there is actually negotiations to get the gun in to you guys and is so sad too. My dad would own nothing but a Remington.
 Thanks but I will pass on this offer.
 Mike Deaton
 Cave Spring, GA
 From: Remington Information
 To: mpdeaton@yahoo.com
 Sent: Wed, May 18, 2011 8:31:17 AM
 Subject: Remington Model 700 issue [Incident: 110430-000035]
- Response (Alfredo -)** 05/18/2011 08:31 AM
 Mike I truly can not determine if it will be covered under warranty until we get the gun back to the factory. Lets get it back and we will go from there.
- Customer (Mike Deaton)** 05/16/2011 09:26 AM
 I bought the gun used for \$321 and it looks like it has been taken good care of. I know it has a safety issue because I experienced it myself.
 I am not willing to send you this gun if it is going to cost me a lot of money to get it fixed. I have always wanted to own a Remington 700 every since I read the story of Sergeant Carlos Hathcock, Marine sniper. I have been out of work for over 2 years now but the gun was such a good buy that I could not pass it up. I know now that the safety issue is why the gun was priced so low. I just did not want to own such a powerful gun that might end up killing me or someone else.
 Unless I know where I stand on my cost, I will not commit to sending in the gun.
 Mike Deaton
 Cave Spring, GA
 From: Remington Information
 To: mpdeaton@yahoo.com
 Sent: Mon, May 16, 2011 9:00:10 AM
 Subject: Remington Model 700 issue [Incident: 110430-000035]
- Response (Alfredo -)** 05/16/2011 09:00 AM

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 7/25/2011

Mike what is your mailing address so I can send you a UPS label so we can get the gun back to the factory?

Customer (Mike Deaton)

05/06/2011 05:56 PM

After speaking with your representative concerning my problem with the safety on my Remington Model 700, I am very disappointed at the response. I almost feel as if I am being set up to pay for the fixes which I feel exist in my weapon. You folks are unlike GLOCK.

I recently sent my Glock G22 .40 Cal to Glock in Smyrna, GA for a checkup. Without asking, they replaced every single part in the weapon with the exception of the receiver housing, the slide and the barrel. I received the gun back with two

pages of parts replaced. They even replaced my front and back sights on the slide. The cost to me.... \$27 to send it to them. That was it. I sent the weapon to them in heavy packaging and they sent it back in a brand new hardcase.

It is disappointing that Remington Arms does not have that same attitude towards it's customers. If it did, you might not have the lawsuits you have pending on this very issue now.

After looking over your return policy, I am pretty sure that I will be the one to pay for

shipping and insurance to/from your factory and any work done on the weapon. That is just not right. If you have a safety issue with even one weapon, it needs to be fixed and returned to the customer w/o charge.

That is what a company does if they wish to retain their customer base. I am 60 years old and been using Remington firearms for many, many years but I am going to rethink my stand on your company after the way GLOCK has treated me. Glocks are for LIFE but it looks like Remington firearms are only

2-years. The way a company operates says a lot about it and you have just told me a lot about you operate. I thought I got a good gun but it appears that someone unloaded this lemon on me.

Thanks for the insight into how you operate. I think I will look at other manufactures to see if their policies are any better than yours are. This is a sad day for me.

Mike Deaton

Cave Spring, GA

From: Remington Information

To: mdeaton@yahoo.com

Sent: Fri, May 6, 2011 4:03:46 PM

Subject:

Remington Model 700 issue [Incident: 110430-000035]

Response (Alfredo -)

05/06/2011 04:03 PM

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

<http://www.remington.com/pages/support/factory-repair-form.aspx>

Or follow these guidelines if in the US:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.

Attn: Arms Services Division/Repairs

14 Hoefler Avenue

Ilion, NY 13357

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If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<http://www.remington.com/pages/support/firearm-warranty-information.aspx>

Customer (Mike Deaton)

04/30/2011 01:41 PM

Hello,

I just purchased a used Remington Model 700 in 300 Win Mag caliber. I think I got it and the scope at a great price until I found a flaw. Sometimes this weapon will fire when shifting the safety lever. This happened once and scared

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 7/25/2011

me to death.

I suspect that is the reason that the rifle and scope was priced so cheaply.

After talking to some folks and checking around, I find that your company is aware of this problem. One person even told me about a class action suit on this very issue. I do not know if this is true or not.

I would like to get the problem corrected but it is your problem and my feelings are that you folks should be picking up the shipping/insurance to and from your factor as well as the fix itself.

Your feelings on this please and can I expect help on this issue.

Remington - Model 700
Caliber - 300 Win Mag
S/N - B6245822

Mike Deaton
Cave Spring, GA

Primary Contact

First Name: Mike
Last Name: Deaton
Organization:

Login: mpdeaton@yahoo.com
Title:

Contact Type:

Email: mpdeaton@yahoo.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







