

Remington Arms Co., Inc.
Product Service
Legal Case #:6552

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
241825	9/27/2011	9/9/2011	9/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Timothy	Kerwin	2109 Meadow Brook Dr	Clearwater	FL	33759		H 727-799-5293 E tkerwini@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Fired without trigger pulled	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

9/9/11 Per email sent to Remington.com on 9/8: "Today is the first time I have fired my Rem-700 (Serial Nos.... 381,312 in Caliber .223 Rem)..AND...I had the "firing without trigger pull" at least 5 times. It is my understanding that this has been a problem with the Rem-700 for quite some time. I would like you to repair and/or replace any and all parts necessary to make this gun function in nothing but a manner that does not endanger anyone in or around the piece once a round is chambered."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	n/a	386312	BS	1/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	J A WILLIAMS PITTS PA	SCOPE BASE,BOTTOM HALF RINGS	N			

CONCERN:FIRES WITHOUT PULLING TRIGGER

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, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	10/10/2011				

9/9/11 Called Kerwin and will send an ARS and box for the rifle to come in for inspection.cm 10/10/11 Per Ilion, trigger assm set screws altered. Trigger not returning under sear. Replace TPA, clean, test fire at BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		24" 223 REM HB
	Date Code		BS

Barrel	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	Slightly Worn; Functioning	
	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---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING UNDER SEAR
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

Remington®

24"
BS1/6'

6552

September 9, 2011

Timothy Kerwin
2109 Meadow Brook Dr
Clearwater, FL 33759

Subject: Case # 6552, Model 700

Dear Mr. Kerwin,

Test
Number

386312

Model: 700



RE00241825

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 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

T.A. Set screws altered.
rntg. Not returning under
seal. Rep Air TPA, clean +
Test Ripe under BLP Ron
\$20.00 + ship

Quote

enclosure

Thank you very much!

RECEIVED
OCT 04 2011

BY:.....

[Signature]

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

PS 23896

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

Model Number: 700	Serial Number: 381,312
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: TIMOTHY J. KERWIN	Date of Purchase: ? IN 1990
Address (no PO Boxes): 2109 MEADOW BROOK DRIVE	
City: CLEARWATER	State: FLORIDA Zip: 33759
Phone (Daytime): 727-799-5293	Fax: SAME
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) TKERWIN11@aol.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>Gun fires without pulling the trigger. Once chambered, the round goes "off" when either the "SAFETY IS TOUCHED", OR THE TRIGGER. OR BOLT JUST OR "LIGHT TOUCH" IS ALL IT TAKES.</p> <p>HAVE FIRED THIS GUN ONCE SINCE PURCHASED AND THAT WAS ON SEPT. 8TH 2011...!</p>	
500 characters left	
Ammunition Information:	
Manufacturer: WINCHESTER SUPER-X	Type: .223 REM (TIN)
Other (i.e. bullet weight/type, shot size, powder): 55 GRAIN PSP (POINTED SOFT POINT)	
Handload Information: N/A	
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:	HOPPES
How often do you clean the bore? (Months or Number of rounds)	ANNUALLY AT A MINIMUM
How often do you clean the action? (Months or Number of rounds)	ANNUALLY AT MINIMUM
How often do you clean the trigger assembly? (Months or Number of rounds)	N/A
Brand of lubricant used:	HOPPES
How often do you lubricate the bore? (Months or Number of rounds)	ANNUALLY OR AFTER EACH FIRING
How often do you lubricate the action? (Months or Number of rounds)	SAME AS ABOVE
How often do you lubricate the trigger assembly? (Months or Number of rounds)	N/A
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?	
N/A	
What were the services performed?	
N/A	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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.	

Reference #
110908-000118
Status
Unresolved
Assigned To
Not specified
SLA
Not specified
Queue
CSR
Date Created
09/08/2011 07:10 PM
Date Initial Solution Response
None
Last Updated
09/08/2011 07:10 PM

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

Have "the" firing without trigger problem on my Remington 700

Discussion Thread

Customer (Tkerwinll@aol.com)

09/08/2011 07:10 PM

Today is the first time I have fired my Rem-700 (Serial Nos.... 381,312 in Caliber .223 Rem)..AND...I had the "firing without trigger pull" at least 5 times.

It is my understanding that this has been a problem with the Rem-700 for quite some time. I would like you to repair and/or replace any and all parts necessary to make this gun function in nothing but a manner that does not endanger anyone in or around the piece once a round is chambered.

Please advise the best and quickest way to get this gun back to you for proper corrections....?

Thanks in advance for you prompt attention to this serious matter.

Timothy J. Kerwin
2109 Meadow Brook Dr.
Clearwater, Florida 33759
727-799-5293
tkerwinll@aol.com<mailto:tkerwinll@aol.com>

Primary Contact

First Name:
Last Name: Tkerwinll@aol.com
Organization:

Login: tkerwinll@aol.com
Title:

Contact Type:

Email: tkerwinll@aol.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

6552



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	9/9/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Timothy Kerwin 2109 Meadow Brook Dr Clearwater, FL 33759 727-799-5293
RETURN ITEM TO:	Rem Prod Serv Case # 6552

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

4XX596 SEP 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066302384
REF 1:TIMOTHY KERWIN/SWP/CHRISTY
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.27 PUB+HANDLING 10.27







