

Remington Arms Co. Inc.
Product Service
Legal Case #7135

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250197	12/13/2011	12/27/2011	12/27/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Chris	Rubio	17841 Newport Lane	Northport	AL	36475		H 205-339-7144 W 205-562-1563 C 205-361-7689 E chris.rubio@nucor.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause 4038 Could Not Duplicate Concern			
S	Fired on bolt closing	Concern 100% Fired on Bolt Closing		Unknown
C				

per letter: cust purchased gun second hand. wife fired round, cycled next round and gun fired on bolt closing.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	26249	T6228409	LR	2/25/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP	TWO PIECE BASE	N			

CONCERN: FBC

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
Repair at 1/2 normal cost						
Repair/Replacement Cost		Repair/Replacement Date				

per Ilion: could not duplicate concern. Trigger pull set below specs, trig has min return. can offer to replace tpa, clean & test fire at 1/2 normal cost.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		12/27/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description	24" 243 WIN SS
	Date Code	LR
	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning
	Firing Pin	Slightly Worn; Functioning
	Shroud	Slightly Worn; Functioning
	Face	Slightly Worn; Functioning
	Handle	Slightly Worn; Functioning
Extractor	Stop	Slightly Worn; Functioning
	Condition	Slightly Worn; Functioning
	Cut Condition	Slightly Worn; Functioning
Locking	Ext/Eject Test	False
	Block Condition	---Select---
	Lug Condition	Slightly Worn; Functioning
Magazine	Notch Condition	---Select---
	Condition	---Select---
	Box Condition	Slightly Worn; Functioning
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/700 SAFETY
	Function	Like new; Functioning
	Sub-Assembly	Non-ISS
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
Feeding Test	Tests	Test Fired
		False
Trigger	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	True
	Sub-Assembly	M/700 Non-Bolt Lock
Non-Remington Components	Description	TWO PIECE BASE

Remington,

I purchased the firearm second hand and have nothing other than a hand written receipt. I can send that but, I figure it was not really needed. If you decide it is needed let me know I can fax or e-mail you a copy.

The original owner is a co-worker. He bought the gun new from Mark's Outdoors Sporting goods in Birmingham, Alabama. If need be we can try and research and find the original receipt or maybe a copy. I work with the original owner every day and he is willing to help in any way.

I have included a copy of the e-mail that I originally sent to Remington via-internet/e-mail. Remington assigned it an incident number and there is full detail of the incident on the e-mail.

Feel free to contact us at the following if needed.

Thanks in advance for your help with this.

Chris Rubio

Home: 205-339-7144

Cell : 205-361-7689

Office:205-562-1563

e-mail: chris.rubio@nucor.com

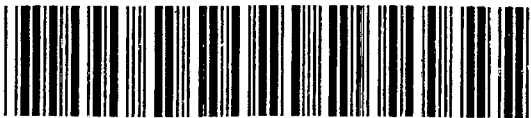
RECEIVED
JAN - 4 2012

BY: _____

CHIT NO
NUMBER

T6228409

Model: 700



RE00250197

could not duplicate concern.
T. Pull set below specs, Trig has
min return. can offer to replace
TPA, clean + test fire at 1/2 normal
cost.

Quote

1. The first step in the process is to identify the problem. This involves gathering information about the situation and the people involved.

www.Remington.com

PS 24709

Chris Rubio

From: Remington Information [info@remington.com]
Sent: Wednesday, November 30, 2011 7:43 AM
To: Chris Rubio
Subject: Model 700- safety concern [Incident: 111128-000131]

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

If this issue is not resolved to your satisfaction, you may reopen it within the next 7 days.

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

To access your question from our support site, click here.

Subject

Model 700- safety concern

Discussion Thread

Response Via Email (Ben)

11/30/2011 08:43 AM

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest you call 1800-243-9700. Please have your serial number ready. At this point we will assign a Service Request to help expedite your repair.

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.

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/general-repair-form.aspx>

Customer By Email (Chris Rubio)

11/28/2011 05:25 PM

To Whom Concerned,

During December of 2010 I purchased a rifle from a co-worker for my wife. It is a Model 700-.243 caliber anniversary edition. We feel it is the perfect gun for her and she has now killed some nice game with it and loves the rifle.

On 11/25/11 my wife shot and killed a very nice deer which was the largest she had ever killed. After the shot was made and the deer lying in green field my wife decided to come out of the shooting house and approach the kill. She decided to eject a shell and reload in case the deer was not dead. While performing this process and just getting the bolt closed with a new bullet in the chamber the gun went off in her hand pointed upward at about 30-40 degree angle. No injuries or property damage was sustained. My wife was positive that her hand was nowhere near the trigger.

The next day we started researching this problem via-internet. We have now found out this is a concern that

Remington has had to address in the past. We own three of model 700 all different years—2 each 243 calibers and 1 each 270 caliber Buck Master edition.

We are not concerned with appointing any blame or liability. We want to know what we should do. We will destroy all three guns if need be. We would like for Remington to suggest a repair or fix at our cost. We hunt with friends, family and grandchildren and these guns are not worth something happening to one of them. We do not mind paying for the repair/shipping etc. Maybe we can just buy a newer trigger or bolt assembly and install it our self or have a local gunsmith install them.

I am not a gun smith but, I am a Mechanical Supervisor with a large steel corporation and we have to weigh safety against everything we do every day and most of the decisions I make everyday always puts me and or my co-workers at a legal risk too. So yes ,I do understand the situation that Remington is in from a legal stand point. I will say this again. This is not our concern we just want the guns to be safe at whatever cost to us. My wife and I know that by keeping the barrel pointed away from anyone or thing is always the best answer. The line of work I am in tells me this problem can be engineered out first then the procedure of how it is used such as keeping the barrel pointed away from people at all times is the 2nd line of defense. At least this is how we feel where I work.

One of the rifles was purchased last January new in the box. We feel the rifles are well maintained and do not feel maintenance was an issue. I can send you the serial numbers, pictures or whatever is needed.

Please advise- we understand Remington's legal concern with this issue and at the end it is about keeping everyone safe.

Chris Rubio
NUCOR Steel Tuscaloosa Maintenance
e-mail:chris.rubio@nucor.com
phone: 205-562-1563
fax:205-562-1210

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Question Reference #111128-000131

Product Level 1: Firearms

Date Created: 11/28/2011 05:25 PM

Last Updated: 11/30/2011 08:43 AM

Status: Solved

----- 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> -----
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IT6228409
REV 700
RE00250197



