

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6513

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239330	8/29/2011	8/30/2011	8/30/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Sutton	664 Keystone Rd	Monroe	LA	71203		H 318-665-0273 E Charlessutton24@gmail.com

## Incident Information

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

9/13/11 Per emails sent through Remington.com, incident #'s 101221-000043 & 110510-000063, Sutton purchased this rifle in 1988 and on his first hunt it fired when he released the safety. He has since had this rifle go off on it's own twice more so he shelved it a couple of years ago when it went off in his truck while he was unloading it. After his initial contact, he waited 5 months and sent another email, stating, "I posted on a shooters blog the difficulty that i was having with my 700 BDL left hand model just to see if anyone else was having the same problem, or knew of a solution to the problem short of sending it back to Remington. I received several emails, one was from a Gentleman in Dallas Texas who wanted to purchase the gun provided it had never been tampered with, or went back to Remington. I email him my phone #and he has called me several times wanting more details about the gun. I told him the gun i felt was unsafe and i would not sell it with the existing problem. He has offered to sign a Hold Harmless Agreement and some more money. I ask him on two occasions why he would want the gun, seemed very odd to me. The only thing he told me was that he was personally working to get the problem resolved with Remington. I am a bit puzzled as to what to do, as i still continue to put him off."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25815	C6447763	EJ	10/3/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS SPORTING GOODS	SCOPE BASE	Y			

CONCERN: FSR

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 no charge, repair headspace, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

9/13/11 Per Ilion, trigger assm dirty and set screws altered. Chamber has a max headspace condition. Replace TPA, repair headspace, clean and test fire at 1/2 normal cost.cm 9/14/11 Spoke with Sutton, will replace the TPA no charge and ship no charge as gesture of goodwill. He will pay for new bolt and other parts along with testing.cm

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6513&Type=Case>

9/14/2011

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/30/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG
	Date Code		EJ
	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 A MAX HEADSPACE CONDITION
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, MIN TRIG RETURN WILL FOLLOW DOWN
	Pull	---Select---	2.5#

	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

# Quotation

## REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

## Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>
RE00239330	C6447763	08/29/2011
	Model 700 Center Fire Caliber: 7 MM REM MAG LH	<b>Estimate Date:</b> 08/30/2011
		<b>Date Printed:</b> 09/13/2011

### Customer:

CHARLES SUTTON  
664 KEYSTONE RD  
MONROE, LA 71203 US

### Return To:

CHARLES SUTTON  
664 KEYSTONE RD  
MONROE, LA 71203 US

Please Circle One:

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_

☐ If you desire any change, please use the reverse side for your comments and mark this box.

### Problems

#### Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

#### Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

### Technician Comments

trigger assm dirty and set screws altered. chamber has a max headspace condition. replace trigger plate assm, repair headspace, clean and test fire at 1/2 normal cost.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F27341	Part	700 EXTRACTOR RIVET MAGNUM	1	Billable	1	3.20	50	1.60
F28847	Part	700 BOLT ASSB MAX L/A MAG F1	1	Billable	1	135.00	50	67.50
F306373B	Part	700 XMP EA TRIG ASSB LH BLACK (OS)	1	Billable	1	94.00	50	<del>47.00</del>
F97322	Part	700 EXTRACTOR MAGNUM	1	Billable	1	12.00	50	6.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	<del>17.00</del>
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

\$ 90.06

REDACTED

exp. 05/14  
sec. 9075

Sub Total: 150.60  
Est Sales Tax: 6.02



6513

Charles Sutton <charlessutton24@gmail.com>

24"  
ESTD 10/89  
2.54  
1009

## gun problems

1 message

Charles Sutton <charlessutton24@gmail.com>

Tue, Dec 21, 2010 at 11:39 AM

To: info@remington.com

Dear Remington,

I purchased a model 700 BDL left hand 7mm in 1988.

On my first hunt the gun fired on it's own, i was taking the safety off to shot a deer when it happened, i was very confused about what did actually happen, my finger was not near the trigger.

I have since had this rifle go off on it's own twice more, i shelved the gun a couple of years ago when it went off in my truck while i was unloading it, and have not had it out since.

I want to order a custom 700 but i am very afraid of the same thing happening again, the gun just seems to go off on it's own either when you are taking it off safety or seating the bolt.

I was going to send it to a custom shop so they could use the action to save me some money, i however chanced my mind thinking it might happen again.

I would like to order a custom 700 BDL since i no longer use this gun for reasons i have listed.

I want to know if you would take this rifle back and credit it towards a custom, it's like new.

I do not think this gun should be traded or sold for concerns that it may wound or possibly kill someone.

Please email me your thoughts.

Sincerely,

Charles Sutton.

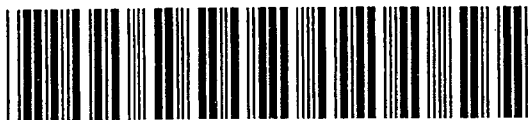
Monroe, Louisiana, 71203

318-665-0273

Serial Number:

C6447763

Model: 700



RE00239330

T.A. Dirty + set screws altered.  
chamber has a max headspace condition.  
replace TPA, repair headspace, clean +  
Test fire at 1/2 normal cost.



Quote

BY: .....



Charles Sutton <charlessutton24@gmail.com>

## Re: gun problems [Incident: 101221-000043] [Incident: 110510-000063]

2 messages

Remington Information <info@remington.com>  
Reply-To: Remington Information <info@remington.com>  
To: charlessutton24@gmail.com

Tue, May 31, 2011 at 7:43 AM

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

Re: gun problems [Incident: 101221-000043]

### Discussion Thread

#### Response (Logan)

05/31/2011 08:43 AM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

#### Customer (Charles Sutton)

05/10/2011 04:25 PM

Hello Dell, REFERENCE #101221-000043 Sorry i am just now getting back to you.

I have been somewhat in a quandary, i posted on a shooters blog the difficulty that i was having with my 700 BDL left hand model just to see if anyone else was having the same problem, or knew of a solution to the problem short of sending it back to Remington.

I received several emails, one was from a Gentleman in Dallas Texas who wanted to purchase the gun provided it had never been tampered with, or went back to Remington.

I email him my phone # and he has called me several times wanting more details about the gun. I told him the gun i felt was unsafe and i would not sell it with the existing problem.

He has offered to sign a Hold Harmless Agreement and some more money. I ask him on two occasions why he would want the gun, seemed very odd to me.

The only thing he told me was that he was personally working to get the problem resolved with Remington. I am a bit puzzled as to what to do, as i still continue to put him off.

I do

want to thank you for your quick response. Sincerely, Charles Sutton.

On Wed, Dec 29, 2010 at 9:45 AM, Remington Information [info@remington.com](mailto:info@remington.com) wrote:

### Question Reference #110510-000063

Product Level 1: Firearms

Date Created: 05/10/2011 04:25 PM

Last Updated: 05/31/2011 08:43 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> ----- [---001:002359:30293---]

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**Charles Sutton** <charlessutton24@gmail.com>  
To: Remington Information <info@remington.com>

**Tue, May 31, 2011 at 8:01 AM**

**SERIAL # C6447763 7MM L.H. 700 BDL.**  
**CHARLES SUTTON**  
**664 KEYSTONE RD.**  
**MONROE, LA. 71203**  
**318-665-0273**

[Quoted text hidden]

<b>Reference #</b>
101221-000043
<b>Status</b>
Solved
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Ammunition
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
12/21/2010 12:41 PM
<b>Date Initial Solution Response</b>
12/29/2010 10:45 AM
<b>Last Updated</b>
01/04/2011 03:43 AM
<b>Date Closed</b>
01/04/2011 03:43 AM
<b>Customer SmartSense</b>
-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

**gun problems****Discussion Thread****Response (Dell -)****12/29/2010 10:45 AM**

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,  
Dell

**Customer (Charles Sutton)****12/21/2010 12:41 PM**

Dear Remington,

I purchased a model 700 BDL left hand 7mm in 1988.

On my first hunt the gun fired on it's on,i was taking the safety off to shot a deer when it happened,i was very confused about what did actually happen,my finger was not near the trigger.

I have since had this rifle go off on it's own twice more,i shelved the gun a couple of years ago when it went off in my truck while i was unloading it,and have not had it out since.

I want to order a custom 700 but i am very afraid of the same thing happening again,the gun just seems to go off on it's own either when you are taking it off safety or seating the bolt.

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I would like to order a custom 700 BDL since i no longer use this gun for reasons i have listed.

I want to know if you would take this rifle back and credit it towards a custom,it's like new.

I do not think this gun should be traded or sold for concerns that it may wound or possibly kill someone.

Please email me your thoughts.

Sincerely,

Charles Sutton.

Monroe,Louisiana,71203

318-665-0273

**Primary Contact**

**First Name:** Charles

**Last Name:** Sutton

**Organization:**

**Login:** charlessutton24@gmail.com

**Title:**

**Contact Type:**

**Email:** charlessutton24@gmail.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**



# Remington

## Factory Repair Instructions

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

Model Number: 700 BDL LH		Serial Number: C6447763	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Charles Sutton		Date of Purchase: 1988	
Address (no PO Boxes): 1664 Keystone Rd			
City: Monroe		State: La.	Zip: 71203
Phone (Daytime): 318-665-0273		Fax:	
E-mail Address: CharlesSutton24@gmail.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: (All information in Brown Envelope.) Please call me for more details 318-665-0273			
Ammunition Information:			
Manufacturer: Hornady		Type: 154 Grain S.P.	
Other (i.e. bullet weight/type, shot size, powder):			
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:		Hoppe's	
How often do you clean the bore? (Months or Number of rounds)		10 rounds	
How often do you clean the action? (Months or Number of rounds)		10 rounds	
How often do you clean the trigger assembly? (Months or Number of rounds)		1-Year.	
Brand of lubricant used:		Remington	

How often do you lubricate the bore? (Months or Number of rounds)	10 rounds
How often do you lubricate the action? (Months or Number of rounds)	10 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1-4 yearly
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	
Comments: Call.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? N/A	
Ship your <b>INSURED</b> firearm by either UPS or Parcel Post to:  <div style="text-align: center;"> <b>REMINGTON ARMS CO., INC</b>   <b>ATTN: Arms Service Division</b>  <b>14 Hoefler Ave</b>  <b>Ilion, NY 13357</b> </div>	
<p><b>⚠ 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.</b></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> <li>:: Ship your <b>INSURED</b> firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</li> </ul> <p>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> <li>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</li> <li>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</li> </ul>	









