

Remington Arms Co., Inc.
Product Service
Legal Case #:7489

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		3/15/2012		2/1/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William H	Anderson	77 French Rd	Bolton	CT	06043		H 860-512-0552 W 413-322-1166 C 860-803-1846

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Fired on bolt closing	Concern: 1008 Fired on Bolt Closing		
C				

3/15/12 Per a letter given to me on 3/14, dated 3/4/12, Mr. Anderson describes the following: "On two occasions this rifle has discharged inadvertently. The first incident occurred around 1997. The sequence of the event is exactly as follows. The gun was loaded and the safety was on the "S" position. A white tailed doe came into firing range. The safety was moved to the "F" position and the cross hairs were placed on the target then the trigger was pulled. There was no sound of the pin firing and the trigger did not feel like it moved like it should. Keeping the muzzle in a safe direction the bolt was opened and pulled back only enough to verify a round in the chamber. The bolt was closed and the rifle was placed back on the target and the trigger was pulled again with no result. Again the muzzle was placed in a safe direct and the bolt was opened further but not far enough to eject the round and then the bolt was closed. As soon as the bolt dropped the gun discharged without any injury." He further states that the same thing happened in Feb 2012 so he has put it in the safe with a trigger lock installed.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	25777	B6709033		
Date Purchased	Where Purchased	Accessories	Original Owner			
11/6/1986	CHARLES GREENBLATT INC 11787		Y			

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/Replacement Cost Repair/Replacement Date

3/15/12 I called Anderson's home number and left a message that I would send a prepaid shipping label for the rifle to come in for inspection and asked that he look at the Remington.com site and the 700 Network site for more information and facts. I will send a letter with my contact information and left my name and phone number in the voice msge.cm 3/20 Anderson called, he said it took 15 yrs for it to happen again so he doesn't think we will duplicate it. The first time it was freezing temps, 2nd time it was not. He cleans the trigger but it does not sound like he sprays the internals of trigger and firing pin to be cleaned other than every couple yrs. If it is sent he will want it inspected only, no cleaning or alterations. Need pictures of inspection.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

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

RECEIVED

3/4/2012

Received Date MAR 08 2012

CR:

Engineering Department, I purchased a Remington Model 700 on 11/06/1986 from Old Colony Sports, 293 North Main St, Barre, VT 05641. (802) 479-0243. Serial #B6709033 and Bolt # 9033. On two occasions this rifle has discharged inadvertently. The first incident occurred around 1997. The sequence of the event is exactly as follows. The gun was loaded and the safety was on the "S" position. A white tailed doe came into firing range. The safety was moved to the "F" position and the cross hairs were placed on the target then the trigger was pulled. There was no sound of the pin firing and the trigger did not feel like it moved like it should. Keeping the muzzle in a safe direction the bolt was opened and pulled back only enough to verify a round in the chamber. The bolt was closed and the rifle was place back on the target and the trigger was pulled again with no result. Again the muzzle was placed in a save direction and the bolt was opened further but not fare enough to eject the round and then the bolt was closed. As soon as the bolt dropped the gun discharged without any injury.

I attributed this incident to some odd sequence of events of bolt movement, safety lever movement and trigger pull. As I always use safe muzzle directional control at all times I had no concern of any future malfunctions and thought this was a onetime rare event.

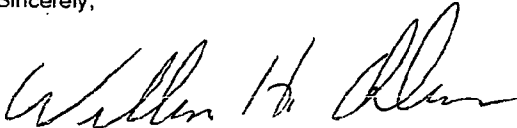
This exact same sequence of events has again repeated with the same model 700 rifle this February of 2012. The rifle is in my gun safe with a trigger lock installed and will never be fired again by me. I can state with 100 percent certainty that my rifle has been meticulously maintained, no adjustments or alterations have been made since purchase, and the trigger was not accidentally pulled or bumped as the bolt was closed. Your company has a very difficult problem on its hands. As a degreed mechanical engineer and having ten years' experience as a manufacturing process engineer I am aware of the difficulty of diagnosing and repairing intermittent problems. Your particular problem has a very low probability of occurrence and even a lower probability of duplicating the occurrence in the lab. I have no idea what conditions and or sequence of events it takes to reproduce the two accidental discharges that I have experienced. Temperature, over lubrication from the factory, a burr, a very specific sequence of events are all possibilities.

I have no interest in damaging the reputation of Remington Arms Company and I have no monetary agenda either and I would like to continue to hunt with a safe model 700 because I do believe it is the most accurate rifle manufactured today. Also I am not concerned with having any accidental discharges with any of my weapons due to the proper muzzle control and safety procedures that I practice. My concern, however remote is what if I or a family member is a victim of an accidental discharge from your model 700 by someone who does not practice good muzzle

control? After reading the article from USA TODAY By Scott Cohn, CNBC I have a moral dilemma. If it is true that Mike Walker proposed a design change to prevent the trigger's internal parts from falling out of alignment and these changes could have been accomplished for pennies per gun and is it also true that in 2007 Remington introduced a new trigger system for the 700 called the X-Mark Pro which removed the controversial trigger connector why have you not taken a more responsible approach in informing model 700 owners that there is a remote possibility of a malfunction and that there is a replacement trigger mechanism available?

Remington Arms Company LLC is owned by Freedom Group who is owned by Cerberus Capital Management and the following quote is directly from Cerberus's web site. "We hold ourselves and all of our portfolio companies and management teams to the highest ethical standards and business practices" It is a sad situation when a small group of people have decided for economic reasons to settle each law suite out of court as they arise instead of correcting a known faulty trigger mechanism that has the potential to kill more people in the future. As a model 700 owner for 26 years I would have greatly appreciated a letter from Remington stating the factual statistics of the reported accidental discharges of this rifle and how they happened with a comparison to the accidental discharges of other weapons along with a statement as to why you redesigned the trigger mechanism in 2007 and if I felt that my rifle's safety was compromised then I could have my rifle's trigger mechanism replaced at no charge.

Sincerely,

A handwritten signature in black ink, appearing to read "William H. Anderson". The signature is fluid and cursive, with the first name "William" being the most prominent part.

William H. Anderson
77 French Rd
Bolton, CT 06043
806-512-0552 Home
860-803-1846 Cell
413-322-1166 Work

ARS LABEL REQUEST FORM

DATE:	03/15/2012	Service Request #	SR00015291
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelcs	email address:	Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

WILLIAM H ANDERSON
77 FRENCH RD
BOLTON, CT 06043 US
SR00015291

Email: Christy

RETURN ITEM TO:

ILN

Arms Services

4XX596 MAR 16, 2012 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5969066348767 ALL CURRENCY USD
REF 1:SR00015291
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.60
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 8.42	PUB + HANDLING 8.42

ATTN: Prod Ser #7489