

BARBER - Kinzer PPS GAL RE 0012823

Remington Arms Co., Inc.
Product Service
Legal Case #:5263

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214495	12/14/2010	12/1/2010	12/16/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Williams	117 Biscayne Way	Folsom	CA	95630		H 916-802-8077 E cawilliams77@comcast.net

Incident Information

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

12/1/10: Customer sent in email. He stated that he was hunting about a week ago and when he took gun off safe it fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a	6427468	CU	4/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CAL		U			

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 - repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$77.73	12/30/2010				

12/1/10: I will email ltr & form to cust. I will have media coord. email the ARS label to cust. df 12/30/10: Per Ilion - Will follow down. TA set screws altered. Trig. works sluggish & will not return. Repalce TA, clean & test fire under BLM program - quote. Cust. spoke w/Anne Harper - apprvd repair & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/16/2010
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	WILL FOLLOW DOWN
Barrel	Description		24" 7MM REM MAG
	Date Code		CU
	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	SYN REM STK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG SLUGGISH WILL NOT RETURN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

24"
cu 4/7
3#
009

[COPY]

5263

December 1, 2010

Charles Williams
117 Biscayne Way
Folsom, CA 95630
Ph: 916-802-8077
Email: cawilliams77@comcast.net

Ref: # 5263

Dear Mr. Williams,

You will receive a pre-paid shipping label in a separate email. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
DEC 29 2010

BY:

enclosure

Serial Number

6427468

Model: 700



RE00214495

will follow down. T.A. sets screws
Altered. Trig. works sluggish &
will not return. Replace TPA,
clean & Test fire under BLP
for \$20.00 + ship
Quote

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

Print

Reset

Model Number: <u>700 BDL</u>		Serial Number: <u>6427468</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Charles Williams</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>117 Biscayne Way</u>			
City: <u>Folsom</u>	State: <u>CA</u>	Zip: <u>95630</u>	
Phone (Daytime): <u>916 502 8077</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>ca.williams77@comcast.net</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <p>Date of occurrence <u>10/26/10</u>. Rifle fired when the safety was moved to the fire position w/o the trigger being touched. Upon charging the bolt & attempting to load another round... the firing pin dropped again as soon as I closed the bolt handle but the round did not fire. I dropped the shells from <u>500</u> characters left the floor plate & attempted to work the Ammunition Information: <u>bolt on an empty chamber</u></p>			
Manufacturer: <u>Federal</u>		Type: <u>Premium</u> and	
Other (i.e. bullet weight/type, shot size, powder): <u>165 grn</u>		got the same result.	
Handload Information: (see add page)			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

I then opened the bolt, moved the safety selector to "safe" and only then would the firing pin remain in the charged position.

I later took the rifle to the range and or to test fire the rifle. This was after checking it for obstructions or anything that I could see that may be out of order finding nothing I loaded (1 round) and fired the rifle. It fired but the firing pin again would not set when I attempted to charge the bolt.

p.s. If the trigger assembly is replaced please have it set at $2\frac{1}{2}$ pounds.

Thank you

Brand of cleaning solution used: <u>Hoppes</u>
How often do you clean the bore? (Months or Number of rounds) <u>After each use</u>
How often do you clean the action? (Months or Number of rounds) <u>After each use</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>before, during, after hunting</u>
Brand of lubricant used: <u>Rem Oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>After use or exposure</u>
How often do you lubricate the action? (Months or Number of rounds) <u>After use or exposure</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Inspected after use & lubed accordingly</u>
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? <u>unknown</u>
What were the services performed?) <u></u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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.

:: Ship your INSURED 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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. We process checks electronically through Check21.

Reference #
101106-000044

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
11/06/2010 02:12 PM

Initial Response
11/18/2010 09:15 AM

Last Updated
11/26/2010 05:41 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

involuntary discharge

Discussion Thread

Customer (Charles Williams)

11/26/2010 05:41 PM

The issue has not been resolved.
Here is the information you requested:
serial number - 6427468
caliber - 7mm remington magnum
address & phone
117 Biscayne Way, Folsom, CA 95630
(916) 802-8077
----- Original Message -----
From: "Remington Information"
To: cawilliams77@comcast.net
Sent: Thursday, November 18, 2010 6:15:29 AM
Subject: involuntary discharge [Incident: 101106-000044]

Response (Dell -)

11/18/2010 09:15 AM

Dear Mr. Williams,
We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, 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, when this occurred and what you are expecting.

Sincerely,
Dell

Customer (Charles Williams)

11/08/2010 01:27 PM

Okay... so, what now?
----- Original Message -----
From: "Remington Information"
To: cawilliams77@comcast.net
Sent: Saturday, November 6, 2010 11:12:37 AM
Subject: involuntary discharge [Incident: 101106-000044]

Customer (Charles Williams)

11/06/2010 02:12 PM

Hello,

I just returned from an elk hunt in Montana a week ago. I am writing because I had an unfortunate & very scary experience with my model 700 BDL 7mm remington magnum.

While aiming at an elk... I slipped the safety off and the gun fired without my touching the trigger. Surprised... I momentarily replayed the event in my head... cycled the bolt and upon closing it the firing pin dropped again without the trigger being touched.

Must I say that this scared the you know what out of me? I am now completely afraid to use this gun or its twin that I also own for fear of a catastrophe.

Can this be fixed? What's the solution and If so, how do I get it done?

Please respond.

Sincerely,

Charles Williams
(916) 802-8077
117 Biscayne Way
Folsom, CA 95630

Primary Contact

First Name: Charles
Last Name: Williams
Organization:

Login: cawilliams77@comcast.net
Title:

Contact Type:

Email: cawilliams77@comcast.net

Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:

5263

BARBER - Kinzer PPS GAL RE 0012831

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington

12/1/10

Emailed to cust.

December 1, 2010

Charles Williams
117 Biscayne Way
Folsom, CA 95630
Ph: 916-802-8077
Email: cawilliams77@comcast.net

Ref: # 5263

Dear Mr. Williams,

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

[COPY]

December 1, 2010

Charles Williams
117 Biscayne Way
Folsom, CA 95630
Ph: 916-802-8077
Email: cawilliams77@comcast.net

Ref: # 5263

Dear Mr. Williams,

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

BARBER - Kinzer PPS GAL RE 0012834

Print

Reset

Model		Serial	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

BARBER - Kinzer PPS GAL RE 0012835

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) _____
What were the services performed?) _____
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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

BARBER - Kinzer PPS GAL RE 0012836

return address will be refused.

:: Ship your INSURED 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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. We process checks electronically through Check21.

Fulcher, Dell Marie

From: postmaster@remington.com
To: cawilliams77@comcast.net
Sent: Wednesday, December 01, 2010 2:42 PM
Subject: Relayed: Message relayed (cawilliams77@comcast.net)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

cawilliams77@comcast.net

Subject:


Remington

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR XXXXXX TO MAIL		4XX596 DEC 3, 2010 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 124XX5969066430530 REF 1: CHARLES WILLIAMS/CD/DMF REF 2: 5263/RIFLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGs: DV 0.00 COD 0.00 RS 1.00 DC 0.00 DGD 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 12.24 PUB+HANDLING 12.24	
DESCRIPTION: Ref # 5263 rifle			

LABI

MAIL LABEL TO: Charles Williams
117 Biscayne Way
Folsom, CA 95630
Ph: 916-802-8077
Email: cawilliams77@comcast.net

cawilliams77@comcast.net ✓

Email ARS to customer

RETURN ITEM TO Remington-Arms
Attn: Product Service
Ilion, NY

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









