

Remington Arms Co., Inc.
Product Service
Legal Case #:5089

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213942	12/10/2010	11/15/2010	12/14/2010	11/13/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ross	Bentley	20 Hemlock Dr.	Gilbertsville	PA	19525		W 610-270-4236 C 610-316-3184 E dixie20@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance	Unknown	
S	Concern:1007	Fired on Safe Release		
C	FSR			

11/15/10: Customer called in. He stated he was @ the range on 11/13/10 & had a FSR. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	E6276092	KQ	5/21/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICKS CLOTHING & SPORTING GOODS	TWO PIECE SCOPE BASE	N			

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 - Quote to repair @ 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				

11/15/10: Sending ARS, ltr, form & box. Box order # 1159263. df 12/17/10: Per Ilion - Could not duplicate concern. TA & trigger pin rusty, dirty. Action is dirty. Replace TA, clean, test fire @ 1/2 normal cost - quote. df 12/17/10: I emailed the quote to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4041	Defective Ammunition Casing	POOR MAINTENENCE
Barrel	Description		22" 270 WIN
	Date Code		KQ
	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	BOLT IS VERY RUSTY
	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; Functioning	RUSTY ACTION
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	RUSTY
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY,DIRTY
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

Parts/Repairs 800-243-9700
 Fax 336-548-7801

870 Remington Dr. P.O. Box 700
 Madison, NC 27025-0700

www.remington.com info@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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00213942	Description/Serial Number E6276092	Date Received - 12/11/2010
Account # - R-		Estimate Date - 12/16/2010
		Current Date - 12/17/2010
Customer ROSS BENTLEY 20 HEMLOCK DRIVE GILBERTSVILLE. PA 19525 US		Return To ROSS BENTLEY 20 HEMLOCK DRIVE GILBERTSVILLE. PA 19525 US
Phone (H) (610)-316-3184		Fax
Phone (W)		Email DIXIE20@COMCAST.NET

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
 If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments
 ProblemNotes could not duplicate concern,trigger assembly and trigpin rusty,dirt,action rusty.Replace trigger assembly,clean and test fire at 1/2 normal cost per product service.

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	50%	\$8.50
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$67.00
Est. Sales Tax:						\$4.02
Grand Total:						\$71.02

Fulcher, Dell Marie

From: postmaster@remington.com
To: dixie20@comcast.net
Sent: Friday, December 17, 2010 5:15 PM
Subject: Relayed: Ross Bentley - Ref# 5089

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

dixie20@comcast.net

Subject: Ross Bentley - Ref# 5089

frmREInquiry - Repair Inquiry

Repair Number: **RE00213942** Serial: E6276092 Model: 700 Center Fire Caliber: 270 Repairman: Status: New 12/11/2010 7:32:45 AM
 Verify Repair: WIN Produced: 05/21/1996 SKU: 25791

ADDRESS INFORMATION

Customer: **ROSS BENTLEY** Received from: **ROSS BENTLEY** Return To: **ROSS BENTLEY**
 Name: **ROSS BENTLEY** Address 1: **20 HEMLOCK DRIVE** Address 2: **PO Box** City: **GILBERTSVILLE** State: **PA** Zip Code: **19525** Country: **US**

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
12/11/2010 7:...	New	sanguinegf	Repair Added		<input type="checkbox"/>	New
12/11/2010 7:...	Expedite	sanguinegf	From: Check In	To:	<input type="checkbox"/>	12/11/2010 7:32:45 AM
12/11/2010 12...	EmailSent	ArmEmail	Repair Received	DDXE20@C	<input type="checkbox"/>	sanguinegf
12/11/2010 12...	EmailVerified	ArmEmail	Receipt	DDXE20@C	<input type="checkbox"/>	Repair Bench
12/14/2010 9:...	Maint	Travisbw	Repair Maintenance	Status: New	<input type="checkbox"/>	Repair Location

Shipping Hold: Interface Hold: Estimate Sent: Parts Received: Passed Inspection: Return as Received: Has Been Approved: Internal Repair: Exclude IATC:

Current Status: New 12/11/2010 7:32:45 AM sanguinegf Repair Bench Repair Location ILN Current Location ILN Transfer Number

Repair Search Refresh Close

RECEIVED
GILBERTSVILLE
DEC 17 2010
 BY:.....

5089

22"
KQ5/96
6.5#
.013

COPY

November 15, 2010

Ross Bentley
20 Hemlock Dr.
Gilbertsville, PA 19525
Ph: 610-316-3184

Ref: # 5089

Dear Mr. Bentley,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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, H&R customer.

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

enclosure

Serial Number

E6276092

Model: **700**



RE00213942

could not duplicate concern
T.A. + Trig pin rusty, dirty.
Action rusty. Replace TPA,
clean + test fire at 1/2
normal cost,

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: <input type="text" value="700"/>		Serial Number: <input type="text" value="E6276092"/>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <input type="text" value="Ross Bentley"/>		Date of Purchase: <input type="text" value="Given to me don't remember date"/>	
Address (no PO Boxes): <input type="text" value="20 Hemlock Drive"/>			
City: <input type="text" value="Gilbertsville"/>		State: <input type="text" value="PA"/>	Zip: <input type="text" value="19525"/>
Phone (Daytime): <input type="text" value="610 316 3184"/>		Fax: <input type="text" value="N/A"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="Dixie20@comcast.net"/>			
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: <input type="text" value="Rifle fired twice in a row when safety was taken off. 11/14/2010. Same thing happened at home the next day with gun empty but not every time safety was released 11/15/2010. Now there doesn't seem to be a problem but I don't trust safety. 11/30/2010"/>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="Remington"/>		Type: <input type="text" value="Express Core-LokT"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="270 150 Gr."/>			
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):			

Brand of cleaning solution used: <input style="width: 80%;" type="text" value="DON'T KNOW"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Rarely"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Rarely"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Never"/>
Brand of lubricant used: <input style="width: 80%;" type="text" value="N/A"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Rarely"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Rarely"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Never"/>
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
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input style="width: 80%;" type="text" value="Never"/>
What were the services performed? <input style="width: 80%;" type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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.

Brand of cleaning solution used: <input style="width: 90%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 60%; text-align: center; border: none;" type="text" value="NEW GUN"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 60%; text-align: center; border: none;" type="text" value="NEW GUN"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 60%; text-align: center; border: none;" type="text" value="NEW GUN"/>
Brand of lubricant used: <input style="width: 90%;" type="text" value="NEW GUN Rem oil"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 60%; text-align: center; border: none;" type="text" value="NEW GUN"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 60%; text-align: center; border: none;" type="text" value="New"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 60%; text-align: center; border: none;" type="text" value="NEW GUN"/>
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? <input style="width: 60%; text-align: center; border: none;" type="text" value="NEW GUN"/>
What were the services performed? <input style="width: 90%; text-align: center; border: none;" type="text" value="NEW GUN"/>
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
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL	I WILL MAIL	XXXXXX	
DESCRIPTION: Ref# 5089 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Ross Bentley 20 Hemlock Dr. Gilbertsville, PA 19525 Ph: 610-316-3184
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067628129
REF 1: ROSS BENTLEY/CD/DMF
REF 2: 5089/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 7.42	PUB+HANDLING	SP 0.00
		7.42











