

Remington Arms Co., Inc.
Product Service
Legal Case #:5320

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217384	1/4/2011	12/7/2010	1/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Candeler	9423 Evergreen Dr	Shreveport	LA	71118		H 318-773-6793 E dlcandler@bellsouth.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

12/7/10 Per call from David, he inherited this 700 about 4 years ago. Last year it misfired and twice this year it has fired on safety release. He had it cleaned by a gunsmith about 3 yrs ago.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	342715	CR	1/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
		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, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	43.92	1/12/2011				

12/7/10 Mailing box and ARS.cm 1/12/11 Per Ilion, will follow down. Trigger assm set screws altered and very dirty and sticky. Trigger will not return properly. Replace TPA, clean, test fire under BLSM price of \$20 + shipping.cm 1/10 Owner reluctantly approved repair. Feels even though his rifle was altered that we should have taken care of it at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	
Barrel	Description		22" 270 WIN
	Date Code		CR
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	DIRTY,STICKY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY STICKY TRIG NOT RETURNING
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Mitchell, Christy

From: David CANDLER [dlcandler@bellsouth.net]
Sent: Thursday, January 13, 2011 9:06 AM
To: Mitchell, Christy
Subject: Re: Remington Model 700

Christy,

first off my name is Mr Candler. I spoke with someone concerning my rifle 2 days ago and I got the reply from Remington I fully expected. Blame the consumer and dont take the blame for a problem you have caused. Im glad to rid my gun the flawed Walker Firing Mech before it injured or killed anyone else. Why cant remington man up and repair all the model 700 on the market. I know remington came out with the 10 commandments of firearm saftey maybe there need to be a 11th commandment DONT SALE DEFECTIVE RIFLES WHEN U KNOW THEY ARE DANGEROUS TO OTHERS. When your own old employees come out and say there is a problem and the company covered it up that is wrrong

From: "Mitchell, Christy"

<Christy.Mitchell@remington.com>

To: "dlcandler@bellsouth.net" <dlcandler@bellsouth.net>

Sent: Wed, January 12, 2011 7:33:41 PM

Subject: Remington Model 700

Mr. Candeler, the factory has inspected your Model 700 and found that the trigger screws had been altered and the trigger was dirty, sticky and would not return. The sear was also dirty and sticky. We will replace the trigger, clean and test fire the rifle for \$37 plus tax. It is currently on hold until we hear from you. Please call 800-243-9700 with your repair # 217384 to approve. If you have any questions, ask for me and I'll try to address them.

Sincerely,

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

5320

22
CR 4/68
3#
1010

December 7, 2010

David Candeler
9423 Evergreen Dr
Shreveport, LA 71118

Subject: #5320, Model 700

Dear Mr. Candeler,

Enclosed is an UPS ground prepaid shipping label for shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 10 2011

BY:.....

342715

Model: 700



RE00217384

will follow down
T.A. set screws altered a very
pink + sticky. Trig will not
return properly. Replace TPA,
clean + test fire under BCP
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

270

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

Model Number:	700	Serial Number:	342718
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:	David Candler	Date of Purchase:	1968
Address (no PO Boxes): 9423 Evergreen Dr			
City:	Shreveport	State:	La
		Zip:	71118
Phone (Daytime):	318-773-6793	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DLCANDLER@BELLSOUTH.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: Gun has missed Fired 3 different times over last 3 years while moving safety from safe position to fire position without hitting trigger.			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington	Type:	270 AccuTip
Other (i.e. bullet weight/type, shot size, powder): 130 grain			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700 342715			

LABEL INFORMATION

MAIL LABEL TO:	David Candeler 8423 Evergreen Dr Shreveport, LA 71118
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969066785489
REF 1: DAVID CANDELER/CD/CM
REF 2: 700/342715

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
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 9.45 PUB+HANDLING 9.45 SP 0.00







