

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5503

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219076	1/14/2011	12/28/2010	1/17/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Keith	Heine	9111 Corral Corner Ct.	Houston	TX	77064		C 281-300-5661 E kheine@sbcglobal.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

Customer sent in an email. He stated he was hunting & he experienced FSR. No damage, No injury. He has noticed that the safety has been very stiff on the rifle. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6652341	KU	5/26/2000 6:51:52 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE,RINGS,TWO PIECE BASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$47.40	1/24/2011				

12/28/10: I will email letter & form. I will ask media coord to email ARS. df 1/24/11: Per Ilion - Could not duplicate concern. TA set screws altered. Safe works hard. Replace TA, clean & test fire @ n/c. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KU
	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	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; 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	ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFE
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

5503

[COPY]

22"  
K4 5/2000  
2.5#

December 28, 2010

Keith Heine  
9111 Corral Corner Ct.  
Houston, TX 77064  
Ph: 281-300-5661  
Email: keith@dandleelectric.com

Ref: #5503

Dear Mr. Heine,

**You will receive a pre-paid shipping label in a separate email within 2 business days. 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  
JAN 19 2011

BY:.....

Serial Number: E6652341  
Model: 700



RE00219076

could not duplicate concern  
T.A. set screws altered.  
safe works hand. replace TPA,  
clean & test fire at N/C

# 230145

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>E6652341</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>KEITH HEINE</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>9111 CORRAL CORNER CT.</u>			
City: <u>HOUSTON</u>	State: <u>TX</u>	Zip: <u>77064</u>	
Phone (Daytime): <u>(281)300-5661</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>KHEINE@SBCGLOBAL.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: <div style="border: 1px solid black; padding: 5px;"> <p>THE SAFETY HAS ALWAYS BEEN HARD TO TAKE OFF WHEN I WAS HUNTING THE FIRST OF NOVEMBER 2010, I WENT TO TAKE IT OFF SAFETY AND THE GUN FIRED, SO I WENT BACK TO CAMP UNLOADED THE GUN AND STARTED MOVING THE SAFETY SWITCH BACK FORTH AND IT WENT OFF AGAIN.</p> </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>WINCHESTER</u>		Type: <u>BOLT ACTION</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>FACORY LOAD</u>			
Handload Information:			
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):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	END OF EACH YEAR
How often do you clean the action? (Months or Number of rounds)	END OF EACH YEAR
How often do you clean the trigger assembly? (Months or Number of rounds)	END OF EACH YEAR
Brand of lubricant used:	REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	END OF EACH YEAR
How often do you lubricate the action? (Months or Number of rounds)	END OF EACH YEAR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	EACH USE
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?)	
NOT SURE	
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"/> <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>	
:: 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.

<b>Reference #</b>
101129-000120
<b>Status</b>
Updated
<b>Assigned To</b>
Administrators Dell -
<b>Product</b>
Firearms
<b>SLA</b>
Not specified
<b>Queue</b>
CSR

<b>Date Created</b>
11/29/2010 05:26 PM
<b>Initial Response</b>
12/09/2010 03:28 PM
<b>Last Updated</b>
12/15/2010 07:56 AM

<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

## Safety Problem

### Discussion Thread

Customer (Keith Heine)

12/15/2010 07:56 AM

I have been out of town and did not have any access to a computer, the info is as follows Keith Heine 9111 Corral Corner Ct. Houston Texas 77064 (281) 300-5661 Remington 270 WIN Model 700 E6652341 Keith Heine Estimator D & L Electric Co., Ltd. 15353 Vantage Pkwy. East Houston, Texas 77032  
[Keith@dandlelectric.com](mailto:Keith@dandlelectric.com) Phone 281-987-3069 Fax 281-987-9490 From: Remington Information  
[\[mailto:info@remington.com\]](mailto:info@remington.com)

Sent: Thursday, December 09, 2010 2:29 PM

To: Keith Heine

Subject: Safety Problem [Incident: 101129-000120]

Response (Dell -)

12/09/2010 03:28 PM

Keith,

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, when this occurred, and what you are expecting.

Sincerely,  
Dell

Customer (Keith Heine)

11/29/2010 05:26 PM

I have a 270 model 700 and the safety has always been very stiff and hard to move. I always figured that it would wear a little so it was not so hard. Anyway I was hunting this weekend and went to take the safety off and the gun went off. I thought maybe I had put my finger on the trigger to help take it off safety. So I just played it off. But when I got in from hunting it was bothering me so I completely unload the gun and sprayed some oil inside the safety switch and it did it the gun went off. I know for sure my finger was nowhere close to the trigger because I paid close attention the what was going on. It bothered me the first time. I was raised with very strict gun safety, so it bothered me pretty bad to have a gun go off like that I thought I had done something wrong. I there something I need to do or who do I take it to?

Keith Heine  
 Estimator  
 D & L Electric Co., Ltd.  
 15353 Vantage Pkwy. East  
 Houston, Texas 77032  
[Keith@dandlelectric.com](mailto:Keith@dandlelectric.com)  
[frankie@dandlelectric.com](mailto:frankie@dandlelectric.com)  
 Phone 281-987-3069  
 Fax 281-987-9490

### Primary Contact

First Name: Keith

Last Name: Heine

Organization:

Login: keith@dandlelectric.com

Title:

Contact Type:

Email: keith@dandlelectric.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

5503



*Emailed to customer*

December 28, 2010

Keith Heine  
9111 Corral Corner Ct.  
Houston, TX 77064  
Ph: 281-300-5661  
Email: keith@dandlelectric.com

Ref: # 5503

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

enclosure



**[COPY]**

December 28, 2010

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Ph: 281-300-5661  
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Ref: # 5503

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enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 12862

Print

Reset

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> 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"/>
<b>Phone</b> (Daytime): <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"/>			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
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"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
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? <input type="text"/>
What were the services performed?) <input type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>
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return address will be refused.

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**Fulcher, Dell Marie**

---

**From:** postmaster@remington.com  
**To:** keith@dandleelectric.com  
**Sent:** Wednesday, December 29, 2010 9:16 AM  
**Subject:** Relayed: Message relayed (keith@dandleelectric.com)

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

keith@dandleelectric.com

**Subject:**

**Remington.**

www.remington.com

*Good*

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

## ARS LABEL REQUEST FORM

DATE:	12/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5503 rifle			

### LABEL IN

keith@dandlelectric.com

MAIL LABEL TO: Keith Heine  
9111 Corral Corner Ct.  
Houston, TX 77064  
Ph: 281-300-5661  
Email: keith@dandlelectric.com

Email ARS to customer

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

4XX596 DEC 29, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067721956  
REF 1:KEITH HEINE/CD/DMF  
REF 2:5503/RIFLE

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE		CHRG:	
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 11.09		PUB+HANDLING	11.09

**PLEASE COMPLETE ALL PARTS OF THIS FORM**









