

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5331

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 217450 | 1/4/2011    | 12/8/2010       | 1/5/2011    | 12/4/2010     |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street          | City       | State | Zip   | Age | Contact   |
|----------|----------|------------|-----------|-----------------|------------|-------|-------|-----|---|
| Reporter |          | Frank      | Jeandell  | 229 Parsons Rd. | Landenberg | PA    | 19350 | 60  | H 484-802-7343<br>C 484-639-2139<br>E fjean@verizon.net |

## Incident Information

| Claims | Codes                                  | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI     |  |             |                   |                |
| PD     | Cause:4038 Could Not Duplicate Concern |             | Unknown           |                |
| S      | Concern:1008 Fired on Bolt Closing     |             |                   |                |
| C FBC  |  |             |                   |                |

12/7/10: Customer called in. He stated that he had a FBC on 12/4/10. No damage. No injury. df

## Firearm Information

| Mfg.           | Type            | Model/Ga.                       | SKU            | Serial   | Bbl. | DOM       |
|----------------|-----------------|---------------------------------|----------------|----------|------|-----------|
| Remington      | CF/BA           | 700/270 WIN                     | n/a            | A6843164 | RV   | 11/1/1979 |
| Date Purchased | Where Purchased | Accessories                     | Original Owner |          |      |           |
|                |                 | SCOPE BASE BOTTOM HALF FRT RING | Y              |          |      |           |

CONCERN:FBC

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 - Quote to repair under BLM program |                         |                         |               |                 |                |               |
|   | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|   | \$77.90                 | 1/14/2011               |               |                 |                |               |

12/8/10: Sending ARS, ltr, form, box. Box order# 1166426. df 1/14/11: Per Ilion - Could not duplicate concern. TA dirty, sticky. Replace TA, clean & test fire under BLM program - quote. Customer called in & apprvd quote & pd by credit card. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment     |
|-------------|------------------------|-----------------------------|-------------|
| Examination | Examiner               |                             | B.TRAVIS    |
|             | Exam Date              |                             | 1/5/2011    |
|             | Product Type           |                             | RF          |
|             | Action Type            |                             | A           |
|             | Assigned To            |                             | T.NAGLE     |
| Cause       | 4038                   | Could Not Duplicate Concern |             |
| Barrel      | Description            |                             | 22" 270 WIN |
|             | Date Code              |                             | RV          |
|             | 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; 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           | Non-ISS                    |                                  |
| Sear                     | Lift                   | ---Select---               | .011                             |
|                          | Notch                  | Slightly Worn; Functioning | SLUGGISH                         |
|                          | Tests                  | Test Fired                 | False                            |
| Feeding Test             |                        | False                      |                                  |
| Trigger                  | Condition              | Slightly Worn; Functioning | DIRTY,STICKY PARTS WORK SLUGGISH |
|                          | Pull                   | ---Select---               | 5#                               |
|                          | Altered                | False                      |                                  |
|                          | Sub-Assembly           | M/700 Bolt Lock            |                                  |
| Non-Remington Components | Description            |                            | SCOPE BASE BOTTOM HALF FRT RING  |

5331

**Copy**

22"  
RUI/79  
5th  
oll

December 8, 2010

Frank Jeandell  
229 Parsons Rd.  
Landenberg, PA 19350  
Ph: 484-639-2139

Ref: # 5331

Dear Mr. Jeandell,

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 customer.

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

RECEIVED  
JAN 06 2011  
BY:.....

enclosure

could not duplicate concern  
T.A. DIRTY, STICKY. Replace  
TPA, clean + Test Fire  
under DLL Con 8 2008  
+ Ship

Quote

Serial Number:  
**A6843164**  
Model: **700**



**RE00217450**

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)

270  
FOL

Print

Reset

|  |  |  |                   |
|--|--|--|-------------------|
| <b>Model</b><br>Number: <u>700 BDL</u>   |  | <b>Serial</b><br>Number: <u>A6843164</u>               |                   |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                             |  |  |                   |
| Name: <u>Frank Jeandell</u>  |  | Date of Purchase: <u>1981 I believe Christmas gift</u> |                   |
| Address (no PO Boxes):<br><u>229 Parsons Rd.</u>   |  |  |                   |
| City: <u>Landenberg</u>  |  | State: <u>Pa</u>                                       | Zip: <u>19350</u> |
| Phone<br>(Daytime): <u>484 802 7343</u>  |  | Fax: <u></u>   |                   |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>f.jean@verizon.net</u> |  |  |                   |
| E-mail Address:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.         |  |  |                   |
| Please describe your problem and date of occurrence:<br><u>Chamber round gun fired.</u>                                      |  |  |                   |
| 500 characters left  |  |  |                   |
| <b>Ammunition Information:</b>   |  |  |                   |
| Manufacturer: <u></u>  |  | Type: <u></u>  |                   |
| Other (i.e. bullet weight/type, shot size, powder): <u></u>  |  |  |                   |
| <b>Handload Information:</b>   |  |  |                   |
| Powder Used: <u>IMR 4064</u>   |  | Powder Weight: <u>43.0 g.</u>                          |                   |
| Case/Hull Used: <u>Remington New</u>   |  | Primer Used: <u>Winchester</u>                         |                   |
| Bullet Type/Shot Size: <u>Nosler 130g.</u>   |  | Reloader Used: <u>RCBS Rock.</u>                       |                   |
| <b>Firearms Care (Cleaning and Lubrication):</b>   |  |  |                   |

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.

pre-authorized to \$100.00.

REDACTED

6435 VISA

04/13

|   |                 |
|---|-----------------|
| Brand of cleaning solution used:  |                 |
| How often do you clean the bore? (Months or Number of rounds)   | Daily after use |
| How often do you clean the action? (Months or Number of rounds)   | same            |
| How often do you clean the trigger assembly? (Months or Number of rounds)   | never           |
| Brand of lubricant used:  | Rem oil         |
| How often do you lubricate the bore? (Months or Number of rounds)   | Daily after use |
| How often do you lubricate the action? (Months or Number of rounds)   | same            |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)   | 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?) never  |                 |
| What were the services performed?)  |                 |
| Ship your INSURED firearm by either UPS or Parcel Post to:  |                 |
| Remington Arms Co., Inc.<br>Attn: Arms Service Division<br>14 Hoefler Avenue<br>Ilion, NY 13357   |                 |
| <input type="checkbox"/> <b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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  |                 |



www.remington.com

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

## ARS LABEL REQUEST FORM

|   |           |                 |        |
|---|-----------|-----------------|--------|
| DATE:                                     | 12/8/2010 | REQUESTED BY:   | Dell   |
| QUANTITY:                                 | 1         | WEIGHT PER PKG: | 10 lbs |
| <input type="checkbox"/> PLEASE CHECK ONE |           |                 |        |
| MEDIA COORDINATOR TO MAIL                 |           | I WILL MAIL     | XXXXXX |
| DESCRIPTION: Ref # 5331<br>rifle          |           |                 |        |

## LABEL INFORMATION

|  |
|--|
| MAIL LABEL TO: Frank Jeandell<br>229 Parsons Rd.<br>Landenberg, PA 19350<br>Ph: 484-639-2139 |
| RETURN ITEM TO Remington Arms<br>Attn: Product Service<br>Ilion, NY                          |

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

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067762911  
REF 1:FRANK JEANDELL/CD/DMF  
REF 2:5331/RIFLE  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 7.42 PUB+HANDLING 7.42







