

Remington Arms Co., Inc.
Product Service
Legal Case #:5194

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214017	12/12/2010	11/24/2010	1/4/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Osterhoudt	7504 McCarthy Beach Rd PO Box 5	Side Lake	MN	55781		C 218-969-9126 E sidelake2@yahoo.com

Incident Information

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

11/24/10: Customer sent in an email. He stated that during last bear season his wife experienced a FSR. No damage, No injury.
df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6824602	PP	6/12/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R	TWO PIECE BASE	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 - Quote to repair						
Repair/Replacement Cost	Repair/Replacement Date					

11/24/10: Customer did not provide mailing address. I will email him the ltr & form and have media coord. email the ARS. df

11/29/10: Customer emailed his mailing address to me. df 1/14/11: Per Ilion - Could not duplicate concern. Trigger & trigger pin rusty. Replace TA, clean & test fire @ 1/2 normal cost - quote. I emailed quote to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5194&Type=Case>

1/14/2011

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

DAVID OSTERHOUDT
7534 MCCARTHY BEACH RD.
SIDE LAKE MIH 55781

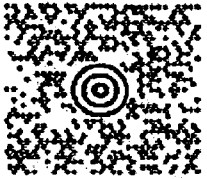
10 LBS

1 OF 1

RS

SHIP TO:

REMINGTON ARMS
PRODUCT SERVICES
14 HOFFER AVE.
ILION NY 13357



NY 135 0-01



David Osterhoudt - RE# 214017 Case#
5194

Fulcher, Dell Marie

This message was sent with high importance.

Tue 1/4/2011 9:34 AM

To: Nagle, Thomas J.

CC: Pence, Ron L.

This one was supposed to go to Product
Service for exam.

Wife's rifle. He stated she had FSR. No
damage. No injury.

Thanks,
Dell Fulcher | Consumer Affairs
Administrator/Armorer School Administrator
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC

27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8688 |

Fax: 336.548.7972 or 336.548.7973

could not duplicate concern
Trig + Trig pin rusty. Replace
TPA, clean & test size at 1/2
normal cost.

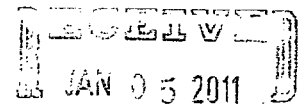
Quote

Number: E6824602

Model: 700



RE00214017



BY: _____

22"
PP6/95
45"
.014

5194

5194

Reference #
101101-000023

Status
Solved

Assigned To
Administrators
Dell -

Product
Ammunition

SLA
Not specified

Queue
CSR

Date Created
11/01/2010 09:30 AM

Initial Response
11/02/2010 04:45 PM

Last Updated
11/06/2010 04:16 AM

Date Closed
11/06/2010 04:16 AM

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

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

Repair questions

Discussion Thread

Response (Dell -)

11/02/2010 04:45 PM

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 (David Osterhoudt)

11/01/2010 09:30 AM

My wife shoots a Mdl 700 .270 and loves it except for a problem that has started occurring. During this years bear season, her gun fired when she took the safety off. I sort of wrote it off as the excitement of having a bear in close. To make her happy, I thoroughly cleaned her rifle and tested it with no problems. While getting the rifle ready for deer hunting, the problem happened again. We live in far northern Minnesota and have no gunsmith anywhere near us. Is there a fix for this problem? New bolt? New trigger asm? I'm relatively handy and can perform most minor repairs. My wife loves this rifle but I don't feel comfortable with her hunting with it in this condition.

Thank You
Dave Osterhoudt
218-969-9126
sidelake2@yahoo.com
sidelake2@yahoo.com
sidelake2@yahoo.com

Primary Contact

First Name: David
Last Name: Osterhoudt
Organization:

Login: sidelake2@yahoo.com

Title:

Contact Type:

Email: sidelake2@yahoo.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

Model_Number: 700

Reference #
101115-000118
Status
Unresolved
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/15/2010 02:12 PM
Initial Response
None
Last Updated
11/19/2010 10:25 AM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Re: Repair questions [Incident: 101101-000023]**Discussion Thread****Customer (David Osterhoudt)**

11/15/2010 02:12 PM

I appoligize for not responding right away. We own a resort in northern Minnesota and it is deer season so I don't get a chance to check my e-mails on a regular basis. The serial number of the model 700- .270 is E6824602.

Thank You

Dave Osterhoudt (218)969-9126 - cell #
Pine Beach Resort(218)254-3144

From: Remington Information

To: sidelake2@yahoo.com

Sent: Tue, November 2, 2010 3:45:03 PM

Subject: Repair questions [Incident: 101101-000023]

Note (RightNow Administrator -)

11/15/2010 02:12 PM

Incident created due to reply to expired incident 101101-000023.

Primary Contact**First Name:** David**Last Name:** Osterhoudt**Organization:****Login:** sidelake2@yahoo.com**Title:****Contact Type:****Email:** sidelake2@yahoo.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**

Fulcher, Dell Marie

From: David Osterhoudt [sidelake2@yahoo.com]
Sent: Friday, November 26, 2010 8:37 AM
To: Fulcher, Dell Marie
Subject: Re: David Osterhoudt - Ref# 5194

David Osterhoudt
PO Box 5
7504 McCarthy Beach Rd
Side Lake, MN 55781

From: "Fulcher, Dell Marie" <Dell.Fulcher@remington.com>
To: "sidelake2@yahoo.com" <sidelake2@yahoo.com>
Sent: Wed, November 24, 2010 7:05:37 AM
Subject: David Osterhoudt - Ref# 5194

I need your mailing address in order to request a pre-paid shipping label so your firearm can come into Product Service for inspection.

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms |
DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain
Khakis | EOTAC | Dakota Arms | Parker Gun

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Remington®

11/29/10

Emailed to cust.

November 24, .

David Osterhoudt
7504 McCarthy Beach Rd.
PO Box 5
Side Lake, MN 55781
Ph: 218-969-9126
Email: sidelake2@yahoo.com

Ref: # 5194

Dear Mr. Osterhoudt,

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

enclosure

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

COPY

November 24, 2010

David Osterhoudt
7504 McCarthy Beach Rd.
PO Box 5
Side Lake, MN 55781
Ph: 218-969-9126
Email: sidelake2@yahoo.com

Ref: # 5194

Dear Mr. Osterhoudt,

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.

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

enclosure

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

PS 13667

Model Number: <input type="text"/>		Serial 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"/>
Phone (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"/>			
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):			

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;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><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.</p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

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: sidelake2@yahoo.com
Sent: Monday, November 29, 2010 9:37 AM
Subject: Relayed: Message relayed (sidelake2@yahoo.com)

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

sidelake2@yahoo.com

Subject:

Emil

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR XXXXXX		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref # 5194 Rifle			

LABEL IN

MAIL LABEL TO: David Osterhoudt 7504 McCarthy Beach Rd. PO Box 5 Side Lake, MN 55781 Ph: 218-969-9126 Email: sidelake2@yahoo.com	sidelake2@yahoo.com <i>cd</i>
RETURN ITEM TO: Remington Arms Attn: Product Service Ilion, NY	
Email ARS to customer	

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065487768
REF 1: DAVID OSTERHOUDT/CD/DMF
REF 2: 5194/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 1.00
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.24
TOT PUB CHG 9.24		

QUOTATION

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

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
 Madison, NC 27025-0700
 www.remington.com info@remington.com

**ESTIMATING
REPORT****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 RE00214017	Description/Serial Number E6824602	Date Received - 12/12/2010
Account # - R-		Estimate Date - 1/4/2011
		Current Date - 1/14/2011

Customer DAVID OSTERHOUDT 7504 MCCARTER BEACH ROAD P.O. BOX 5 SIDE LAKE, MN 55781 US	Return To DAVID OSTERHOUDT 7504 MCCARTER BEACH ROAD P.O. BOX 5 SIDE LAKE, MN 55781 US
---	--

Phone (H) (218)-969-9126	Fax
Phone (W)	Email sidelake2@yahoo.com

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	
M114	NO CORRESPONDENCE	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments	
ProblemNotes	could not duplicate concern, trigger and trig pin rusty. Replace trigger assem, clean and test fire at 1/2 normal cost.

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-SHIPPING & 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:						\$3.06
Grand Total:						\$70.06

Fulcher, Dell Marie

From: postmaster@remington.com
To: sidelake2@yahoo.com
Sent: Friday, January 14, 2011 3:15 PM
Subject: Relayed: Message relayed (sidelake2@yahoo.com)

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

sidelake2@yahoo.com

Subject:

