

Remington Arms Co., Inc. Product Service Legal Case #:4859

Case Information

 RE#
 Date Opened
 Date Opened(PS)
 Date Closed
 Incident Date
 Pre Lit
 Lit
 Obsolete

 209726
 11/8/2010
 10/26/2010
 11/9/2010
 9/28/2010

Customer Information

Type Business First Name Last Name Street City State Zip Age Contact

W 803-351-0328

Incident Edward Rentz 1707 Charlestown Rd Leesville SC 29070 W 803-331-0328 E erentz@pbtcom.net

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD Cause:4038 Could Not Duplicate Concern

S FSR Concern:1007 Fired on Safe Release

Unknown

C

10/26/10 Per call from Rentz, he has a pre-82 Model 700 that recently discharged without the trigger being pulled. He bought this rifle 2nd hand from his brother in 1975.cm

Firearm Information

Mfg.TypeModel/Ga.SKUSerialBbl.DOMRemingtonCF/BA700/270 WINn/a6522183 LW 2/1/1972

U

Date Purchased Where Purchased Accessories Original Owner

DAYTON GUN DAYTON OHIO

CONCERN:FIRED WITHOUT TRIGGER PULLED

Ammunition Information - None Defined
Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Settlement Release Date Reimbursement Settlement Release Date Reimbursement Settlement Release Date APV APV

Per Ilion, replace TPA, clean at BLSM program price

Repair/Replacement Repair/Replacement

Cost Date

30.23 11/11/2010

10/26/10 Sending ARS. He also has a 721 that he will send to our RARC in SC to have the bolt lock removed. He has not had an incident with the 721.cm 11/11/10 Per Ilion, could not duplicate concern. Check over, replace TPA, clean and test fire under BLSM program price. Anne Harper received approval for charges from Rentz.cm

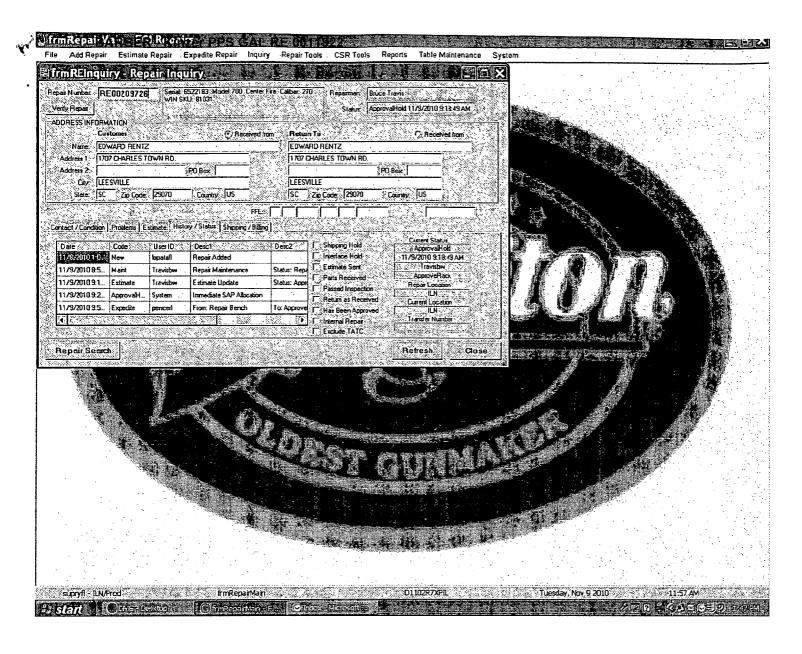
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF

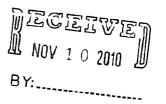
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4859&Type=Case

11/11/2010

	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LW
	Bore Plugged	False	
	Bulged	False	Ī
	Fired	False	
	Fired while Obstructed		_
	Muzzle/Crown Condition	Slightly Worn; Functioning	7
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	Ī
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	7
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
n :	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False]
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.010
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	DIRTY
Tui o o o u	Pull	Select	4#
Trigger	Altered	False	
	Sub-Assembly	M/700 Bolt Lock]



20.23 20.23 20.20 67.-23 37.—



October 26, 2010

Edward Rentz 1707 Charles Town Rd. Leesville, SC 29070

Subject: #4859, Model 700

Dear Mr. Rentz,

Regarding your contact with Remington and the incident you incurred, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of the attached 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 "Supry".

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

Sincerely,

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

checkouer, replicate concern.

thest fine under bolt cock

program Con to 20,00

a usto

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



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

ARS LABEL REQUEST FORM

DATE:	10/26/2	2010 REQUESTED BY:	christy	
QUANTITY:		1 WEIGHT PER PACKA	(GE:	10
PLEASE OHEOK ONE:	Email to him at:			
COORDINATOR	erentz@pbtcom.net			
TO MAIL		I WILL MAIL		
DESCRIPTION:	•			
		700		

LABEL INFORMATION

MAIL LABEL TO: Edward Rentz
Email: erentz@pbtcom.net

1707 Charlestown Rd
Leesville, SC 29070

RETURN ITEM TO: Remington Product Service

erentz@pbtcom.net V

4XX596 OCT 26, 2010 ALL CURR USD 1 0
SVC GNDCOM ACT UT 10.0 LBS

REF 1:EDUARD RENTZ/CD/CM
REF 2:700

HANDLING CHARGE 0.00 SVC T/P USD
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
OV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.20 SD 0.00
DC 0.00 PR 0.00 SP 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHC 9.28 PUB+HANDLING 9.28

Vel

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1 SVC GNDCOM ACT WT 10.0 LBS TRACKINGS 1Z4XX5969066261857 REF 1:EDWARD RENTZ/CD/CM REF Z:700

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRGS: SVC 1/P USD DV 0.00 COD 0.00 RS 1.00 CC 0.00 DGD 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 9.28 PUB+HANOLING 9.28

erentz@pbtcomm.net

(athy,

ARS for Edward Rentz

please add an "m"

to enail address.

Should be i

erentz Opbt comm.net

Thanks,
Christy