

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5089

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213942	12/10/2010	11/15/2010	12/14/2010	11/13/2010			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ross	Bentley	20 Hemlock Dr.	Gilbertsville	PA	19525		W 610-270-4236 C 610-316-3184 E dixie20@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/15/10: Customer called in. He stated he was @ the range on 11/13/10 & had a FSR. No damage - No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	E6276092	KQ	5/21/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICKS CLOTHING & SPORTING GOODS	TWO PIECE 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 - Quote to repair @ 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				

11/15/10: Sending ARS, ltr, form & box. Box order # 1159263. df 12/17/10: Per Ilion - Could not duplicate concern. TA & trigger pin rusty, dirty. Action is dirty. Replace TA, clean, test fire @ 1/2 normal cost - quote. df 12/17/10: I emailed the quote to customer. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4041	Defective Ammunition Casing	POOR MAINTENENCE
Barrel	Description		22" 270 WIN
	Date Code		KQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	BOLT IS VERY RUSTY
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	RUSTY ACTION
	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	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

**QUOTATION****Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING****REPORT**

Parts/Repairs

800-243-9700

Fax

336-548-7801

**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.

<b>Repair Order Number</b> RE00213942	<b>Description/Serial Number</b> E6276092	<b>Date Received -</b> 12/11/2010
<b>Account # - R-</b>		<b>Estimate Date -</b> 12/16/2010
		<b>Current Date -</b> 12/17/2010
<b>Customer</b> ROSS BENTLEY 20 HEMLOCK DRIVE  GILBERTSVILLE, PA 19525 US		<b>Return To</b> ROSS BENTLEY 20 HEMLOCK DRIVE  GILBERTSVILLE, PA 19525 US
<b>Phone (H)</b> (610)-316-3184	<b>Fax</b>	
<b>Phone (W)</b>	<b>Email</b> DIXIE20@COMCAST.NET	

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

Problems	
Reported	Found
M123 FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123 FORWARD TO PRODUCT SERVICE F

**Technician's Comments**

ProblemNotes could not duplicate concern, trigger assembly and trigger rusty, dirty, action rusty. Replace trigger assembly, clean and test fire at 1/2 normal cost per product service.

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
<b>Part</b>						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00
<b>Service</b>						
4000114	GR-SHIPING & 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
<b>Sub Total:</b>						<b>\$67.00</b>
<b>Est. Sales Tax:</b>						<b>\$4.02</b>
<b>Grand Total:</b>						<b>\$71.02</b>

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** dixie20@comcast.net  
**Sent:** Friday, December 17, 2010 5:15 PM  
**Subject:** Relayed: Ross Bentley - Ref# 5089

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

[dixie20@comcast.net](mailto:dixie20@comcast.net)

Subject: Ross Bentley - Ref# 5089

naglet) - ILN/Prod

PS 11802

5089

**COPY**

22"  
KQ5/96  
6.5#  
.013

November 15, 2010

Ross Bentley  
20 Hemlock Dr.  
Gilbertsville, PA 19525  
Ph: 610-316-3184

Ref: # 5089

Dear Mr. Bentley,

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, H&R customer.

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

enclosure

Serial  
Number

**E6276092**

Model: **700**



**RE00213942**

could not duplicate concern  
T.A. + Trip pin Rusty, Dirty.  
Action Rusty. Replace TPA,  
clean + test fire at 1/2  
Normal cost,

Quote

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

<b>Model</b> Number: <u>700</u>		<b>Serial</b> Number: <u>E6276092</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>ROSS Bentley</u>		Date of Purchase: <u>Given to me Don't Remember date</u>	
Address (no PO Boxes): <u>20 Hemlock Drive</u>			
City: <u>Gilbertsville</u>	State: <u>PA</u>	Zip: <u>19525</u>	
Phone (Daytime): <u>610 316 3184</u>		Fax: <u>N/A</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Dixie20@comcast.net</u>			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Rifle fired twice in a row when safety was</u> <u>taken off. 11/14/2010</u> <u>same thing happened at home the next day</u> <u>with gun empty but not every time safety was</u> <u>released 11/15/2010</u> <u>Now there doesn't seem to be a problem but</u> <u>I don't trust safety. 11/30/2010</u>			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: <u>Remington</u>		Type: <u>Express Core-LokT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>.270 150 Gr.</u>			
<b>Handload Information:</b>			
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>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <u>DON'T KNOW</u>
How often do you clean the bore? (Months or Number of rounds) <u>Rarely</u>
How often do you clean the action? (Months or Number of rounds) <u>Rarely</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Never</u>
Brand of lubricant used: <u>N/A</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>Rarely</u>
How often do you lubricate the action? (Months or Number of rounds) <u>Rarely</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Never</u>
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? <u>Never</u>
What were the services performed? <u></u>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</b>
<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.

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 checked="" 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"/>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<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



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5089 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Ross Bentley 20 Hemlock Dr. Gilbertsville, PA 19525 Ph: 610-316-3184
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067628129  
REF 1: ROSS BENTLEY/CD/DMF  
REF 2: 5089/RIFLE

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 7.42	PUB+HANDLING	SP 0.00	7.42















