

Remington Arms Co., Inc.

Product Service

Legal Case #:4865

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209231	11/3/2010	10/27/2010	11/4/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Edinger	1605 Lane Rd	Waterford	PA	16441		H 814-796-6931 E edinger3108@roadrunner.com

Incident Information

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

10/27/10 Per call to Edinger, about 2 yrs ago when deer hunting, he took the safety off and it fired. It is a left hand rifle and he thought he made the error. A few weeks ago he put a scope on and fired a shot then chambered a 2nd shot, closed the bolt and when he removed the safety it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	E6338719	BR	1/7/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION	SCOPE BASE AND BOTTOM HALF OF RINGS	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, replace TPA, test at 1/2 normal charges						

Repair/Replacement Cost Repair/Replacement Date

10/27/10 Sending ARS by email. He needs his rifle back by end of Nov for deer season.cm 11/8/10 Per Ilion, could not duplicate concern. Action and TPA dirty and a white substance on barrel and stock when removed. Check over, replace TPA, clean and test fire at 1/2 normal charges.cm 11/11/10 Left message for Edinger with inspect notes and estimate. Also emailed a copy of the quote.cm 1/6/11 Left detailed voice message for Richard regarding the repair, findings, the GR test (firing the rifle), and the confusion he may have had when I initially spoke with him and offered to pay shipping into the factory for a free inspection. Inspection would determine if this was warranty, however since this was a maintenance issue, we discounted repair but it was not a warranty repair.cm 1/10/11 Edinger called and he said he did not feel comfortable with this rifle and would not use it or sell it. I asked him how he cleaned the rifle. He uses gun oil and gun cleaner. I asked him if he removed the stock to clean the trigger. He said no he did not know to do that. I mentioned it was in the manual and he said he hadn't looked at the manual. I'm mailing him a manual to have on hand in case he does ever use or sell this rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4865&Type=Case>

1/10/2011

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		BR
	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	ACTION VERY DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE AND BOTTOM HALF OF RINGS

Reference #
101125-000025

Status
Unresolved

Assigned To
Administrators
Christy -

Product
History

SLA
Not specified

Queue
CSR

Date Created
11/25/2010 10:26 AM

Initial Response
None

Last Updated
12/01/2010 11:11 AM

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

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

fire while removing the safety

Discussion Thread

Customer (Dick & Donna Edinger)

11/25/2010 10:26 AM

I SENT MY REMINGTON 700 IN FOR REPAIR AS THE RIFLE FIRED LIVE ROUNDS WHILE I REMOVED THE SAFETY. I SENT A DETAILED LETTER TWICE ALONG WITH THE RIFLE AS TO WHAT OCCURRED. I ASKED FOR A EXPLANATION AS TO WHAT CAUSED THIS TO WHAT HAPPENED. YOUR RESPONSE WAS THAT THE RIFLE WAS DIRTY AND YOU COULD NOT DUPLICATE THE PROBLEM. THE TEST GR-TEST I DO NOT UNDERSTAND. THIS PROBLEM OCCURED AFTER LIVE ROUNDS WERE FIRED. I DO NOT KNOW IF THIS WAS INCLUDED IN YOUR TEST AS I REQUESTED. I PAID 91.16 FOR THE REPAIR THAT I AM NOT CONVINCED THAT SOLVE THE PROBLEM. I REQUEST A AUTHORIZATION THAT THIS RIFLE IS IN SAFE CONDITION. THE INVOICE IS 42352919 ON 11/19/2010. I WAS ALSO WAS TOLD THAT SHIPPING WAS TO BE PAID BY REMINGTON BUT THAT WAS NOT TRUE.

Primary Contact

First Name: Dick &
Last Name: Donna Edinger
Organization:
Login: edinger3108@roadrunner.com
Title:
Contact Type:
Email: edinger3108@roadrunner.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



A note from...

~~Worked on the~~

Dear Remington Repair

This rifle has
fired twice while
taking the safety
off without my
finger on the
trigger.

I am afraid of
the rifle.

I could not sell,
trade or give
this rifle away.
Please evaluate &
repair. OVER



RICHARD EDINGER
1605 LANE RD.
WATERFORD PA 16441

10 LBS

1 OF 1

RS

SHIP TO:

ATTN: PRODUCT SERVICES
REMINGTON ARMS
14 HOEFLER AVE.
ILION NY 13357

4.5#
22"
BR/97
10/3

Agreement

4865

Quote: 1/2 price TPA \$57.50

shg	17.-
test	11.50
tax	tax
	91.16

Part
Number

E6338719

Model: 700



RE00209231

could not duplicate concern.
Action/TPA dirty and a white
substance on BBL & STR when
removed. check over, replace
TPA, clean and test fine at
1/2 normal charges.

Quote

frmREInquiry - Repair Inquiry

Repair Number: **RE00209231** Serial: E6338719 Model 700 Center Fire Caliber 3006 SPRG LH Produced: 01/07/1997 SKU: 25813 Repairman: Bruce Travis Status: ApprovalHold 11/4/2010 1:59:15 PM

Verify Repair

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☐ Received from

Name: **RICHARD EDINGER** **RICHARD EDINGER**

Address: **1605 LANE ROAD** **1605 LANE ROAD**

Address 2: PO Box: PO Box:

City: **WATERFORD** **WATERFORD**

State: **PA** Zip Code: **16441** County: **US** **PA** Zip Code: **16441** County: **US**

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/3/2010 2:22	New	valentds	Repair Added		<input type="checkbox"/> Shipping Hold
11/3/2010 2:3	Update	valentds	Repair information change		<input type="checkbox"/> Interface Hold
11/3/2010 2:3	Update	valentds	Repair information change		<input type="checkbox"/> Estimate Sent
11/3/2010 2:3	Expedite	valentds	From: Check In To:		<input type="checkbox"/> Parts Received
11/3/2010 2:3	Update	valentds	Repair information change		<input type="checkbox"/> Passed Inspection
					<input type="checkbox"/> Return as Received
					<input type="checkbox"/> Has Been Approved
					<input type="checkbox"/> Internal Repair
					<input type="checkbox"/> Exclude TATC

Current Status: ApprovalHold 11/4/2010 1:59:15 PM
Travisbw
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

RECEIVED
NOV - 5 2010

BY:

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00209231	Serial Number / Description E6338719 Model 700 Center Fire Caliber: 3006 SPRG LH	Date Received: 11/03/2010 Estimate Date: 11/04/2010 Date Printed: 11/08/2010
Customer: RICHARD EDINGER 1605 LANE ROAD WATERFORD, PA 16441 US		Return To: RICHARD EDINGER 1605 LANE ROAD WATERFORD, PA 16441 US

Please Circle One: VISA MC DISCOVER Card No. _____ Exp. Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M100 - SEE CUSTOMERS LETTER M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
could not duplicate concern.action and trigger plate assm dirty. a white substance on bbl and stock when removed.check over,replace trigger plate assm ,clean and test fire at 1/2 normal charges.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Billable	1	115.00	50	57.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 86.00
Est Sales Tax: 5.16

Mitchell, Christy

To: Evans, Danny
Subject: RE: A form was submitted on REMINGTON - PROD.

From: Evans, Danny
Sent: Wednesday, October 27, 2010 10:58 AM
To: Mitchell, Christy
Cc: Loschin, John
Subject: FW: A form was submitted on REMINGTON - PROD.

Christy,
See note at bottom.....FSR twice.....please contact the customer today and provide direction.
Christy,
You might ask him how he attempted to e-mail us

John L.,
Did this one come into your area...claims to have e-mailed Rem with no response.

From: Roth, Fred
Sent: Wednesday, October 27, 2010 10:52 AM
To: Evans, Danny
Subject: FW: A form was submitted on REMINGTON - PROD.

see

From: Bill Powers [mailto:Bill-Powers@am.com]
Sent: Wednesday, October 27, 2010 10:31 AM
To: Walter F. McLallen IV; Roth, Fred
Subject: FW: A form was submitted on REMINGTON - PROD.

From: forms@brandednews.com [mailto:forms@brandednews.com]
Sent: Wednesday, October 27, 2010 10:29 AM
To: Bill Powers
Subject: A form was submitted on REMINGTON - PROD.

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: richard

Last Name: edinger

Email: edinger3108@roadrunner.com

Address 1:

Address 2:

Telephone: 814 796 6931

City:

State:

Zip Code: 16441

Country:

Comments:

my model 700 30-06 has fired twice while i released the safety.can i send you this rifle for evaluation and repair.this is my second e-mail to remington without a response. i cannot sell,trade or give this rifle ti any person with this safety hazard .

Contact us on Rem site

Case #	4865	Date of Call	10/27/10	Date of Incident		PreLit		Lit		Obs	
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Reporter	Incident
name	Name/Age
address	address
contact #'s	contact #'s
email	email

1005 Lane Rd
Waterford PA 16441

Injury	recoil cut thumb, not bad
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	<p>2 yrs. ago deer hunting, took safety off & it fired. LH rifle. Thought he made the error. Few weeks ago, put scope on, fired shot, put 2nd rd in, shut bolt, took safety off & it fired.</p>
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Customer's Request	
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My actions/offers	email ARS - needs by end of Nov.
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Email
Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/27/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email:		
COORDINATOR	<u>edinger3108@roadrunner.com</u>		
TO MAIL	I WILL MAIL		
DESCRIPTION:			
700			

LABEL INF

MAIL LABEL TO:	Richard Edinger
	Email label to him
	edinger3108@roadrunner.com
	1605 Lane Rd
	Waterford, Pa 16441
RETURN ITEM TO: Remington Product Service	

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

4X2596 OCT 27, 2010 ALL CURR USD 1 OF 1
SVC CHARGE ACT WT 10 0 LBS
TRACKING 174X5969068894830
REF 1 RICHARD EDINGER/SUP/CHRISTY
REF 2 788

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG.			
OV 0.00	COB 0.00	RS 1.00	
DC 0.00	DCD 0.00	SD 0.00	
AN 0.00	PR 0.00	SP 0.00	
CD PUB CHG 7.95	PUB+HANDLING	7.95	