

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 1707 Charlestown Rd Leesville Incident Edward Rentz SC 29070 E erentz@pbtcom.net

Incident Information

Medical Status Claims Codes Repair Est. Medical Treatment

ΡI

PD Could Not Duplicate Concern

Unknown S FSR Concern: 1007 Fired on Safe Release

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

Model/Ga. SKU Mfg. Type Serial Bbl. DOM CF/BA 700/270 WIN 6522183 LW 2/1/1972 Remington n/a

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

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

Per Ilion, replace TPA, clean at BLSM program price

> Repair/Replacement Repair/Replacement

Date Cost

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

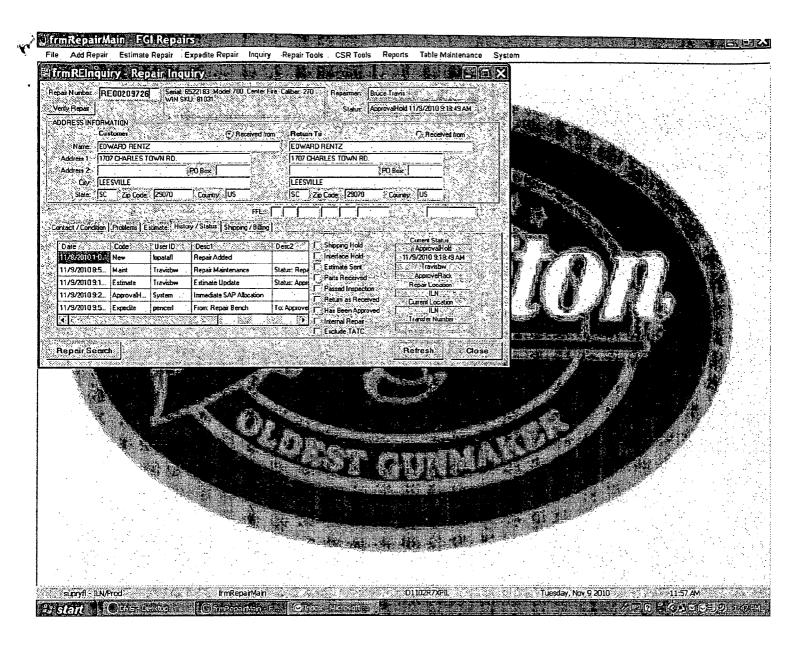
Examination[Remington/CF/BA]

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

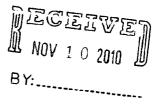
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4859&Type=Case

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	1
	Fired	False	Ī
	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]
	Stop	Slightly Worn; Functioning	Ī
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning]
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS]
Sear	Lift	Select	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	10363	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	Select	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	



20.23 20.23 20.20 67.23 37.—



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4857

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

could Not displicate concern. checkouen, replace TPA, whe AR + nest fine under bolt Lock program for to zo.00

Quole

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

1 OF 1

ARS LABEL REQUEST FORM

DATE:	10/26/20	10 REQUESTED BY:	christy
QUANTITY:		1 WEIGHT PER PACKAGE:	10
	Email to him at:		
COORDINATOR TO MAIL	erentz@pbtcom.net	I WILL MAIL	
DESCRIPTION:	7	00	

LABEL INFORMATION

MAIL LABEL TO: Edward Rentz Email: erentz@pbtcom.net 1707 Charlestown Rd Leesville, SC 29070 RETURN ITEM TO: Remington Product Service

4XX596 OCT 26, 2010 ALL CURR USD SVC GNDCOM ACT UT 10.0 LBS
TRACKING# 1Z4XX5969067821839
REF 1:EDUARD RENTZ/CD/CM
REF 2:700 HANDLING CHARGE 0.00 SVC T/P USD SINGLE-PIECE PUB RATE CHRGS: RS 1.00 SD 0.00 0.00 0.00 DV 0.00 DC 0.00 AH 0.00 COD erentz@pbtcom.net DGD SP 0.00 0.00 PR PUB+HANDLING TOT PUB CHG 9.28

erentz@pbtcomm.net

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1 SVC GNDCOM ACT UT 10.0 LBS TRACKING# 124XX5969066261857 REF 1:EDUARD RENIZ/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
DC 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

(athy,

ARS for Edward Rentz

please add am "m"

to email address.

Should be i

erentz Opbt comm.net

Thanks,
Christy