

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
Incident		Edward	Rentz	1707 Charlestown Rd	Leesville	SC	29070		W 803-351-0328 E erentz@pbtcom.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
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.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6522183	LW	2/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	DAYTON GUN DAYTON OHIO		U			

CONCERN:FIREW 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	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean at BLSM program price						

Repair/Replacement Cost	Repair/Replacement 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

	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	
	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	
	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		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

supply - ILNProd
IlmReparMan
01102R7XPIL
Tuesday, Nov 9 2010
11:57 AM

$$\begin{array}{r} 27 \\ 20.23 \\ 26.00 \\ \hline 67.23 \\ 37. \text{ ---} \\ \hline 30.23 \end{array}$$

RECEIVED
NOV 10 2010

BY: _____

4859

October 26, 2010

DV
11/6
2210
102/72
4#
010

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 duplicate concern
check over, replace TPA, clean
+ rest fire under bolt lock
program in box \$20.00

Quote

Serial
Number:

6522183

Model: 700



RE00209726

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

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:	10/26/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>erentz@pbtcom.net</u>		
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 ✓

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5569067821839
REF 1: EDUARD RENTZ/CD/CM
REF 2: 700

HANDLING CHARGE 0.00 SVC T/P USD
SINGLE-PIECE PUB RATE CHRG: RS 1.00
DY 0.00 COD 0.00 SD 0.00
DC 0.00 DGD 0.00 SP 0.00
AH 0.00 PR 0.00
TOT PUB CHG 9.28 PUB+HANDLING 9.28

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066261857
REF 1: EDUARD RENTZ/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/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+HANDLING 9.28


erentz@pbtcomm.net

Cathy,
ARS for Edward Rentz
please add an "n"
to email address.
should be:

erentz@pbtcomm.net

Thanks,
Christy