

Remington Arms Co., Inc.
Product Service
Legal Case #:5459

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223770	2/18/2011	12/1/2010	2/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dennis	Bendele	1511 Alma Ct	Richmond	TX	77406		H 281-238-9195

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in door/seat of truck	Cause:4006	Altered Adjustments or Components	Unknown
S	Concern:1007	Fired on Safe Release		
C				

12/17/10 Per call from Bendele, he bought a used 1970's Model 700 and when he went to push the safety off recently he shot a hole in the door and seat of his truck. It was the first time it had happened. He wants us to reimburse him for the \$500 he has to pay for the truck repair.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6441841	KU	1/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	PERRY SHANKLE SAN ANTONIO TX	TWO PIECE BASE	Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA, clean, test at no charge as a gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.00	3/10/2011				

12/16/10 Mailing box and ARS.cm 3/1/11 Left voice message for Bendele at work with inspection results. Offered to replace trigger at no charge as goodwill gesture.cm 3/2/11 Bendele wants the rifle repaired but alleges he never adjusted or had it adjusted.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/21/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		KU
	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	BINDS
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY AND TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5459
December 16, 2010

Dennis Bendele
1511 Alma Ct
Richmond, TX 77406

Subject: #5459, Model 700

Dear Mr. Bendele,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this 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 "Product Service".

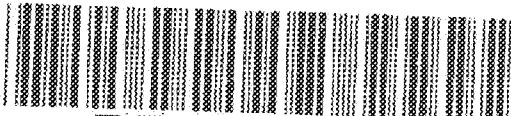
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

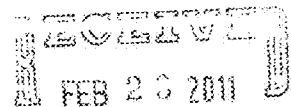
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial Number: 6441841

Model: 700



RE00223770



BY:

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	REMINGTON 700	Serial Number:	6441841
Are you the original owner? ☒ YES ☐ NO			
Name:	DENNIS BENDELES	Date of Purchase:	OCTOBER 16, 1971
Address (no PO Boxes): 1511 ALMA CT			
City:	RICHMOND	State:	TEXAS Zip: 77406
Phone (Daytime):	281-238-9195	Fax:	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent):			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
ON DECEMBER 12, 2010 AFTER THE EVENING HUNT I PLACED THE BARREL OF MY GUN ON THE BACK SEAT OF MY TRUCK & PUSHED THE SAFETY FORWARD TO UNLOAD MY RIFLE. AS I PUSHED THE SAFETY FORWARD THE RIFLE FIRED THRU MY BACK SEAT & OUT THE REAR SIDE DOOR OF MY TRUCK. MY TRUCK INSURANCE COMPANY STATEFARM INS ESTIMATED THE REPAIRS AT 2,088.28 (-200.00 MY DEDUCTABLE) CLAIM # 53-6584-1901 ON 12-21-2010			
500 characters left			
Ammunition Information:			
Manufacturer:	REMINGTON	Type:	EXPRESS CORE-LOKT
Other (i.e. bullet weight/type, shot size, powder): 150 GR (5P R270W4)			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Full Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	3 in 1 OIL
How often do you clean the bore? (Months or Number of rounds)	TWICE A YEAR
How often do you clean the action? (Months or Number of rounds)	4 TIMES A YEAR ⁷⁻⁸
How often do you clean the trigger assembly? (Months or Number of rounds)	1 A YEAR
Brand of lubricant used:	3 in 1 OIL
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☐ YES ☒ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
Ⓢ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.	
1. Record the serial number of your firearm before sending it. 2. 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.) 3. Remove all accessories from your firearm to prevent loss or damage. 4. Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/18/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ RELEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXX	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Dennis Bendale 1511 Alma Ct Richmond TX 77406
RETURN ITEM TO:	Rem Prod Service

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

4XXSGB DEC 17, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XXSGB667591810
REF 1: DENNIS BENDELE/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
OC 0.00 DGD 0.00 RS 0.50
RH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.54 PLUS-HANDLING 10.54



