

Remington Arms Co., Inc.
Product Service
Legal Case #:5194

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Fre Lit	Lit	Obsolete
214017	12/12/2010	11/24/2010	1/4/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Osterhoudt	7304 McCarthy Beach Rd PO Box 5	Side Lake	MN	55781		C 218-969-9126 E sidelake2@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C	Wife experienced FSR			

11/24/10: Customer sent in an email. He stated that during last bear season his wife experienced a FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Rbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6824602	PP	6/12/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R	TWO PIECE BASE	U			

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
Per Ilion - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

11/24/10: Customer did not provide mailing address. I will email him the ltr & form and have media coord. email the ARS. df 11/29/10: Customer emailed his mailing address to me. df 1/14/11: Per Ilion - Could not duplicate concern. Trigger & trigger pin rusty. Replace TA. clean & test fire @ 1/2 normal cost - quote. I emailed quote to customer. df 2/14/11: Customer emailed approval & credit card # to pay for quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PP
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

DAVID OSTERHOUDT
5504 MC CARTHY BEACH RD
SIDE LAKE MI 49579

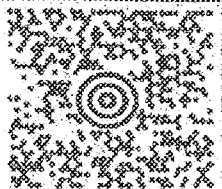
10 LBS

LOF 1

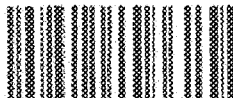
RS

SHIP TO:

REMINGTON ARMS
PRODUCT SERVICES
14 HOEFER AVE.
ILION NY 13357



NY 135 0-01



David Osterhoudt - RE# 214017 Case#
S194

Fulcher, Dell Marie

This message was sent with high importance.

Sent: Tue 1/4/2011 9:34 AM

To: Nagle, Thomas J.

Cc: Pence, Rob L.

This one was supposed to go to Product
Service for exam.

Wife's rifle. He stated she had FSR. No
damage. No injury.

Thanks,

Dell Fulcher | Consumer Affairs
Administrator/Armed School Administrator
Remington Arms Company, Inc.

870 Remington Dr., PO Box 788, Madison, NC
27325-0700

Phone: 1.800.243.8700 | Phone: 336.548.8618

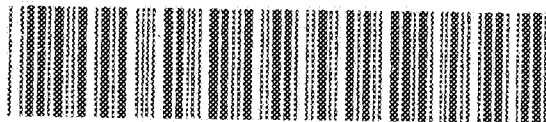
Fax: 336.548.7870 or 336.548.7871

could not duplicate concern
Trigger & Trigger Pin Rusty. Rep has
TPA, clean & test fire at 1/2
normal cost.

Quote

E6824602

Model: 700



RE00214017

RECEIVED
JAN 05 2011

BY: _____

5194

Reference #
101101-000023
Status
Solved
Assigned To
Administrators
Dell -
Product
Ammunition
SLA
Not specified
Queue
CSR

Date Created
11/01/2010 09:30 AM
Initial Response
11/02/2010 04:45 PM
Last Updated
11/06/2010 04:16 AM
Date Closed
11/06/2010 04:16 AM

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

Repair questions

Discussion Thread

Response (Dell -)

11/02/2010 04:45 PM

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Customer (David Osterhoudt)

11/01/2010 09:30 AM

My wife shoots a Mdl 700 .270 and loves it except for a problem that has started occurring. During this years bear season, her gun fired when she took the safety off. I sort of wrote it off as the excitement of having a bear in close. To make her happy, I thoroughly cleaned her rifle and tested it with no problems. While getting the rifle ready for deer hunting, the problem happened again. We live in far northern Minnesota and have no gunsmith anywhere near us. Is there a fix for this problem? New bolt? New trigger asm? I'm relatively handy and can perform most minor repairs. My wife loves this rifle but I don't feel comfortable with her hunting with it in this condition.

Thank You
Dave Osterhoudt
218-669-9126
sidelake2@yahoo.com
sidelake2@yahoo.com

Primary Contact

First Name: David
Last Name: Osterhoudt
Organization:

Login: sidelake2@yahoo.com
Title:

Contact Type:

Email: sidelake2@yahoo.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

Model_Number: 700

Reference #
101115-000118

Status
Unresolved

Assigned To
Administrators
Cell -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
11/15/2010 02:12 PM

Initial Response
None

Last Updated
11/19/2010 10:25 AM

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

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

Re: Repair questions [Incident: 101101-000023]**Discussion Thread**

Customer (David Osterhoudt)

11/15/2010 02:12 PM

I apologize for not responding right away. We own a resort in northern Minnesota and it is deer season so I don't get a chance to check my e-mails on a regular basis. The serial number of the model 700- .270 is E6824602.

Thank You

Dave Osterhoudt (218)969-9125 - cell #

Pine Beach Resort(218)254-3144

From: Remington Information

To: sidelake2@yahoo.com

Sent: Tue, November 2, 2010 3:45:03 PM

Subject: Repair questions [Incident: 101101-000023]

Note (RightNow Administrator -)

11/15/2010 02:12 PM

Incident created due to reply to expired incident 101101-000023.

Primary Contact

First Name: David

Last Name: Osterhoudt

Organization:

Login: sidelake2@yahoo.com

Title:

Contact Type:

Email: sidelake2@yahoo.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

Fulcher, Dell Marie

From: David Osterhoudt [sidelake2@yahoo.com]
Sent: Friday, November 26, 2010 8:37 AM
To: Fulcher, Dell Marie
Subject: Re: David Osterhoudt - Ref# 5194

David Osterhoudt
PO Box 5
7504 McCarthy Beach Rd
Side Lake, MN 55781

From: "Fulcher, Dell Marie" <Dell.Fulcher@remington.com>
To: "sidelake2@yahoo.com" <sidelake2@yahoo.com>
Sent: Wed, November 24, 2010 7:05:37 AM
Subject: David Osterhoudt - Ref# 5194

I need your mailing address in order to request a pre-paid shipping label so your firearm can come into Product Service for inspection.

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms |
DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain
Khakis | EOTAC | Dakota Arms | Parker Gun

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Remington®

11/29/10

Emailed to cust.

November 24, :

David Osterhoudt
7504 McCarthy Beach Rd.
PO Box 5
Side Lake, MN 55781
Ph: 218-969-9126
Email: sidelake2@yahoo.com

Ref: # 5194

Dear Mr. Osterhoudt,

You will receive a pre-paid shipping label in a separate email. 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 customer.

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

enclosure

[COPY]

November 24, 2010

David Osterhoudt
7504 McCarthy Beach Rd.
PO Box 5
Side Lake, MN 55781
Ph: 218-969-9126
Email: sidelake2@yahoo.com

Ref: # 5194

Dear Mr. Osterhoudt,

You will receive a pre-paid shipping label in a separate email. 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 customer.

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

enclosure

[Print](#)[Reset](#)

Model Number:		Serial Number:	
Are you the original owner?: ☐ YES ☐ NO			
Name:		Date of Purchase:	
Address (no PO Boxes): 			
City:		State:	Zip:
Phone (Daytime):		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: 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
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? _____
Ship your INSURED firearm by either UPS or Parcel Post to: 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. :: 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.

Fuicher, Dell Marie

From: postmaster@remington.com
To: sidelake2@yahoo.com
Sent: Monday, November 29, 2010 9:37 AM
Subject: Relayed: Message relayed (sidelake2@yahoo.com)

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

sidelake2@yahoo.com

Subject:

Emil

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR XXXXXX		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref # 5194 Rifle			

LABEL IN

MAIL LABEL TO:	David Osterhoudt 7504 McCarthy Beach Rd. PO Box 5 Side Lake, MN 55781 Ph: 218-969-9126 Email: sidelake2@yahoo.com	sidelake2@yahoo.com
RETURN ITEM TO:	Remington Arms Attn: Product Service Ilion, NY	Email ARS to customer

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065487768
REF 1: DAVID OSTERHOUDT/CD/SMP
REF 2: 5194/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COO 0.00	RS 1.00
DC 0.00	DDO 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.24	PUB+HANDLING	9.24

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.

Repair Order Number	Description/Serial Number	Date Received -	12/12/2010
RE00214017	E6824602	Estimate Date -	1/4/2011
Account # - R-		Current Date -	1/14/2011

Customer

DAVID OSTERHOUDT
7504 MCCARTER BEACH ROAD
P.O. BOX 5
SIDE LAKE, MN 55781 US

Return To

DAVID OSTERHOUDT
7504 MCCARTER BEACH ROAD
P.O. BOX 5
SIDE LAKE, MN 55781 US

Phone (H) (218)-969-9126

Fax

Phone (W)

Email sidelake2@yahoo.com

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**

M114 NO CORRESPONDENCE
M123 FORWARD TO PRODUCT SERVICE
FOR INSPECTIO

M123 FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes could not duplicate concern, trigger and trig pin rusty. Replace trigger assem, clean and test fire at 1/2 normal cost.

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
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPPING & 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
Sub Total:						\$67.00
Est. Sales Tax:						\$3.06
Grand Total:						\$70.06

Fulcher, Dell Marie

From: postmaster@remington.com
To: sidelake2@yahoo.com
Sent: Friday, January 14, 2011 3:15 PM
Subject: Relayed: Message relayed (sidelake2@yahoo.com)

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

sidelake2@yahoo.com

Subject:

