

Remington Arms Co., Inc.
Product Service
Legal Case #:5540

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219644	1/19/2011	1/4/2011	1/20/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Doug	Gedelman	144 Wye Rd	Port Angeles	WA	98363		H 360-928-3329

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when safety was released Concern:1007 Fired on Safe Release			
C				

1/4/11 Per call from Doug, he has his Father's Model 700 that was handed down to him and it has fired when the safety was released on two different occasions. It has been in the safe for a while since it happened.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006 SPR	n/a	375477	ER	1/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
	ROBERT HART NESCOPECK PA	TWO PIECE BASE	N			

CONCERN:PSR

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, test fire under BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	27.00	1/25/2011				

1/4/11 Emailing letter and ARS.cm 1/25/11 Per Ilion, could not duplicate concern. Trigger assm very dirty, sticky, parts work sluggish. Replace TPA, clean, test fire under BLSM price of \$20 + S&H. Emailed Gedelman the quote/inspect.cm 2/2/11 Gedelman approved by phone.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/20/2011
	Product Type		RP
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		ER
	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	
	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---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M.700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	006
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY, PARTS SLUGGISH
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"
E1219/2
954
1006

5540

January 4, 2011

Doug Gedelman
144 Wye Rd
Port Angeles, WA 98363

Subject: #5540, Model 700

Dear Mr. Gedelman,

Thank you for your patience. You should receive an email within the next 24-48 hours with the 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 boxes 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,

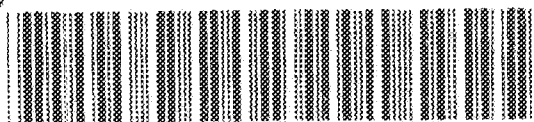
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 24 2011
BY: _____

NEW LINE NUMBER

375477

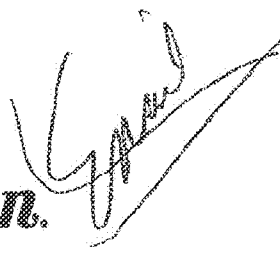
Model: 700



RE00219644

could not duplicate concern
T.A. very dirty + sticky, parts
work sluggish. Replace TPA,
CLEAN + TEST FIRE under BLP
for \$ 20.00 + ship

Quote


Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/4/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx	
DESCRIPTION:		I WILL MAIL	
700 375477			

LABEL INFORMATION

MAIL LABEL TO:	Doug Gedelman 144 Wye Rd Port Angeles, WA 98363
4XX596 JAN 5, 2011 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 124XX5969066535623 REF 1: DOUG GEDLEMAN/CD/CM REF 2: 700/375477	
RETURN ITEM TO:	Rem Product Service

HANDLING CHARGE 0.00	
SINGLE-PIECE PUB RATE CHRG:	
DV 0.00	COD 0.00
DC 0.00	DD 0.00
AM 0.00	PR 0.00
TOT PUB CHG 12.29	
PUB+HANDLING 12.29	
SVC T/P USD	
RS 1.00	
SD 0.00	
SP 0.00	

Dodson, Cathy

From: Mitchell, Christy
Sent: Tuesday, January 04, 2011 4:49 PM
To: Dodson, Cathy
Subject: FW: Gedelman
Attachments: Untitled (7).xls

He wants this one emailed. Please email to him at:

dvgedelman@gmail.comdvgedelman@gmail.com

