

Remington Arms Co., Inc.
Product Service
Legal Case #:6609

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
243644	10/14/2011	9/23/2011	10/17/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dale	Edinger	1738 S. Florida Ave	Deland	FL	32720		H 386-736-3708

Incident Information

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

9/23/11 Per call from friend of Dale, he has had this rifle fire on safety release twice.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6498493	DO	9/6/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRADYS WHLSE ANDERSON SC		N			

CONCERN:FBC

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, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.40	10/20/2011				

9/23/11 Mailing ARS.cm 10/20/11 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Replace TPA, clean, test fire at BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/17/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		DO
	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	Worn; Functioning	DID NOT CLOSE ON SAAMI OVERMAX
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	--Select--	6.5#
	Altered	True	SEALANT HAS BEEN REMOVED
	Sub-Assembly	M/700 Bolt Lock	

COPY

2211
DO 9/77
6.5#
1009

6609

September 23, 2011

Dale Edinger
1738 S. Florida Ave
Deland, FL 32720

RE: Case # 6609, Model 700

Dear Mr. Edinger,

Thank you for your patience. Enclosed is 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 box with "Product Service".

I apologize for the inconvenience 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
OCT 19 2011

BY: _____

could not duplicate concern
T.A. dirty & rusty. Up mce TPA,
clean + test fire under RLP for
\$20.00 + ship
Quote

Number:

A6498493

Model: 700



RE00243644

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:	700	Serial Number:	A 64 98 493
Are you the original owner?: ☐ YES ☒ NO			
Name:	DALE - W - EDINGER	Date of Purchase:	1963 or 1984
Address (no PO Boxes): 1738 - S - FLORIDA AVE			
City:	DELAND	State:	FLORIDA Zip: 32720
Phone (Daytime):	386 236 3708	Fax:	No
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) No			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
TWICE AFTER LOADING AND MOVING BOLT FORWARD AND DOWN THIS GUN FIRED UNINTENTIONALLY I PUT THIS GUN AWAY (APPROX 5 YEARS AGO - BECAUSE I WAS FEARFUL TO USE IT. I HOPE YOU CAN HELP ME <i>Rob Edinger</i>			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington	Type:	HIGH VELOCITY 270-WIN
Other (i.e. bullet weight/type, shot size, powder): 130 GRAIN			
Handload Information:			
Powder Used:	DONE		
Powder Weight:			
Case/Hull Used:			
Primer Used:			
Bullet Type/Shot Size:			
Reloader Used:			

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	OUTERS.
How often do you clean the bore? (Months or Number of rounds)	TWICE A YEAR AND AFTER HUNT.
How often do you clean the action? (Months or Number of rounds)	2 YEAR
How often do you clean the trigger assembly? (Months or Number of rounds)	2 - A YEAR
Brand of lubricant used:	OUTERS
How often do you lubricate the bore? (Months or Number of rounds)	2 YEAR
How often do you lubricate the action? (Months or Number of rounds)	2 YEAR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	2 YEAR
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?	
NEVER.	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Illon, 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	9/23/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: A6498493 700			

LABEL INFORMATION

MAIL LABEL TO:	Dale Edinger 1738 S. Florida Ave Deland, FL 32720 386-736-3708
RETURN ITEM TO:	Remington - Product Serv Case #6609

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

4XX596 SEP 23, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067023504
REF 1: DALE EDINGER/CD/CM
REF 2: 700/A6498493/CASE#6609

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRGs:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 10.27	PUB+HANDLING	10.27	







