

Remington Arms Co., Inc.
Product Service
Legal Case #:7990

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
285297	10/12/2012	9/27/2012	10/15/2012	9/23/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brent	Densteadt	32225 E. Stoll Rd.	Lansing	MI	48906		C 517-749-4458

Incident Information

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

9/27/12: Customer called in. He stated he experienced a FSR. He said the gun has the x-mark pro trigger in it. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	84370	G6830287	BD	1/28/2009 11:37:43 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DUNHAMS SPORTS		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
Per Ilion - Replace TA @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

Mailing ARS & forms. df 10/17/12: Per Ilion - Could not duplicate concern. To restore confidence in rifle, will replace TA, check over & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/15/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 223 REM VTR MB
	Date Code		BD
	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		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	True	THERE IS NO VISABLE SEALANT ON THE SCREWS AND PULL SCREW IS OUT PAST THE HOUSING
	Sub-Assembly	X-Mark Pro	

7990

COPY

224
BD 1/09
3.04
04

September 27, 2012

Brent Densteadt
32225 E. Stoll Rd.
Lansing, MI 48906
Phone: 517-749-4458

Ref: # 7990, Model 700, Serial # G6830287

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

Serial Number:

G6830287

Model: 700



RE00285297

could not duplicate concern.
To restore confidence we will
will replace TPA, check out &
rest fire at R/C

RECEIVED
OCT 17 2012

260974

BY:.....

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

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00030696	Serial Number / Description G6830287 Model 700 RIFLE Caliber: 223	Date of Request: 10/02/2012 Date Printed: 10/02/2012
Customer: BRENT DENSTEADT 32225 E. STOLL RD. LANSING, MI 48906 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email:		Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 7990

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Model Number: <u>700 VTR</u>		Serial Number: <u>G6830287</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Brent DeSteadt</u>		Date of Purchase: <u>2010</u>	
Address (no PO Boxes): <u>3225 E. Stoll Rd</u>			
City: <u>LANSING</u>		State: <u>MI</u>	Zip: <u>48906</u>
Phone (Daytime): <u>517-749-4458</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>bdensteadt@gmail.com</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Click Safe to Fire + The Gun went off. Did take to a Gunsmith + checked for adjustments and Trigger was not consistent it would go from 2lbs to 4 1/2 lbs.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u>55gr / Acut.p-</u>			
Handload Information: <u>NONE</u>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:

Rem oil

How often do you clean the bore? (Months or Number of rounds)

2-3 Times per Month or After Shooting

How often do you clean the action? (Months or Number of rounds)

2-3 Times per Month or After Shooting

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: Rem oil

How often do you lubricate the bore? (Months or Number of rounds)

After Shooting

How often do you lubricate the action? (Months or Number of rounds)

After Shooting

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?)

2 or 3 weeks ago After it shot when moving safe to fire

What were the services performed?)

✓ Adjustment on Trigger -

Ship your INSURED firearm by either UPS or Parcel Post to:

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.



ARS LABEL REQUEST FORM

DATE: 10/02/2012	Service Request # SR00030696
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: I WILL MAIL LABEL	

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

BRENT DENSTEADT
32225 E. STOLL RD.
LANSING, MI 48906 US
SR00030696

Email:

RETURN ITEM TO:

ILN

Arms Services



1 OF 1

4XX596 OCT 2, 2012 ALL CURR USD
SVC CNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066067237
REF 1: SR00030696
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.61
TOT PUB CHG 9.61		

ATTN: Product Service







