

Remington Arms Co., Inc.
Product Service
Legal Case #:9106

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
318743	8/21/2013	8/9/2013	8/22/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Densteadt	6246 Porter Ave	East Lansing	MI	48823		H 517-749-3290

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				

8/9/13: Received call from Scott Densteadt. He stated that his rifle fired when he released the safety. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	84370	G6720076	BC	1/21/2008 3:36:53 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	DUNHAM S SPORTS		U

CONCERN: FSR

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
Replace TPA, check over and test at no charge						

Repair/Replacement Cost	Repair/Replacement Date
\$64	

8/9/13: Sending ARS, letter, and SR paperwork. jbi 8/23/13: Per Ilion, could not duplicate concern. To restore confidence in rifle will replace trigger assembly, check over, and test at no charge as a goodwill gesture. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		8/22/2013

Examination	Product Type		RF
	Action Type		A
	Assigned To		S,NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 223 REM HB
	Date Code		BC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Abused; Functioning	APPEARS DAMAGED FROM A DREMEL TOOL DURING ASSEMBLY ADJUSTING EXTRACTOR
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	--Select--	
	Lug Condition	Like new; Functioning	
	Notch Condition	--Select--	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	--Select--	.011
	Notch	Like new; Functioning	

		Test Fired	False
Feeding Test	Tests	False	
	Condition	Like new; Functioning	
Trigger	Pull	---Select---	3.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	



22"
BCI/08
3.5#
.011

August 9, 2013

9106

Scott Densteadt
6246 Porter Ave.
East Lansing, MI 48823
Phone: 517-749-3290

Ref # 9106, Remington Model 700, Serial # G6720076

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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.

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

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
AUG 23 2013

BY:

Serial
Number:

G6720076

Model: 700



RE00318743

could not dup. concern
to restore confidence in
Rifle will up. TPA, check
over + rest AT N/C
Good will.

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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

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 SR00058732	Serial Number / Description G6720076 Model 700 RIFLE Caliber: 223	Date of Request: 08/09/2013 Date Printed: 08/09/2013
Customer: SCOTT DENSTEADT 6246 PORTER AVE EAST LANSING, MI 48823 US Email:	Destination: Arms Services 14 Hoeffler Ave Ilion, NY 13357 US 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 # 9106

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
Grand Total:	\$. 00

ARS LABEL REQUEST FORM

DATE: 08/09/2013	Service Request # SR00058732
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb	email address: I WILL MAIL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	SCOTT DENSTEADT 6246 PORTER AVE EAST LANSING, MI 48823 US SR00058732 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 AUG 9, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067474750
 REF 1:SR00058732
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
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 10.34	PUB+HANDLING	10.34

ATTN: Product Service







