'BARBER - Kinzer PPS GAL RE 0010208 mington Arms Co., Inc.

Product Service					
Legal Case #:5320					

Case Inform	nation											
RE#	Date	Opened	Date Ope	ned(PS)	Date C	Closed	Incide	nt Date		Pre Lit	Lit	Obsolete
217384	1/4	/2011	12/7/2	2010	1/6/2	011						
Customer In	nformation	1										
Type	Business	First Name	Last Name	Stre	et	City	State	Zip	Age		Conta	ict
Incident		David	Candeler	9423 Everg	green Dr	Shreveport	LA	71118			18-773 ller@b	3-6793 ellsouth.net
Incident Inf	formation											
	Claims			Codes		Rep	air Est.	Mee	dical T	[<mark>reatment</mark>	Me	dical Status
PI												
PD			Cause:4054	As received F	ollows Do	wn			Link	nown		
S Fired	on safety	release	Concern:1007	Fired on Safe	Release				UIKI	10 11		
С												

12/7/10 Per call from David, he inherited this 700 about 4 years ago. Last year it misfired and twice this year it has fired on safety release. He had it cleaned by a gunsmith about 3 yrs ago.cm

Firearm Information						
Mfg.	Туре	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	342715	CR	1/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	N			
CONCERN:FSR					_	
Ammunition Information - N	Jone Defined		namen yn menyden e menen yn gelen dy'r felin yn felin yn yn gelen felin yn yn gelen felin yn yn yn yn yn yn yn	an na shara an	1	
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 at BLSM program price						
	Repair/Replacement	Repair/Replacement				
		Dete				
	Cost	Date				

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment		
	Examiner		B.TRAVIS		
	Exam Date		1/6/2011		
Examination	Product Type		RF		
	Action Type		A		
	Assigned To		T.NAGLE		
Cause	4054	As received Follows Down			
	Description		22" 270 WIN		
D	Date Code		CR		
Barrel	Bore Plugged	False			
	Bulged	False			

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5320&Type=Case

though his rifle was altered that we should have taken care of it at no charge.cm

1/13/2011

BARBER - Kinzer PPS GAL RE 0010208

	PPS GAL RE 00102	False	1
	Fired while Obstructed		J
			1
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	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; Not Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select]
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning]
	Sub-Assembly	Non-ISS]
	Lift	Select	.010
Sear	Notch	Slightly Worn; Functioning	DIRTY,STICKY
	Taata	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	DIRTY STICKY TRIG NOT RETURN
	Pull	Select	3# ·
Trigger	Altered	Тгие	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Mitchell, Christy

From:	David CANDLER [dlcandler@bellsouth.net]
Sent: To:	Thursday, January 13, 2011 9:06 AM Mitchell, Christy
Subject:	Re: Remington Model 700

Christy,

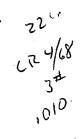
first off my name is Mr Candler. I spoke with someone concerning my rifle 2 days ago and I got the reply from Remington I fully expected. Blame the consumer and dont take the blame for a problem you have caused. Im glad to rid my gun the flawed Walker Firing Mech before it injuried or killed anyone else. Why cant remington man up and repair all the model 700 on the market. I know remington came out with the 10 commandments of firearm saftey maybe there need to be a 11th commandment DONT SALE DEFECTIVE RIFLES WHEN U KNOW THEY ARE DANGEROUS TO OTHERS. When your own old employees come out and say there is a problem and the company covered it up that is wrrong**From:** "Mitchell, Christy" <<u>Christy.Mitchell@remington.com</u>> **To:** "<u>dicandler@bellsouth.net</u>"

Sent: Wed, January 12, 2011 7:33:41 PM Subject: Remington Model 700

Mr. Candeler, the factory has inspected your Model 700 and found that the trigger screws had been altered and the trigger was dirty, sticky and would not return. The sear was also dirty and sticky. We will replace the trigger, clean and test fire the rifle for \$37 plus tax. It is currently on hold until we hear from you. Please call 800-243-9700 with your repair # 217384 to approve. If you have any questions, ask for me and I'll try to address them.

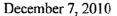
Sincerely, Christy Mitchell Consumer Affairs Administrator/Field Armorer's School Administrator

1



82.40

38.48



David Candeler 9423 Evergreen Dr Shreveport, LA 71118

Subject: #5320, Model 700

Dear Mr. Candeler,

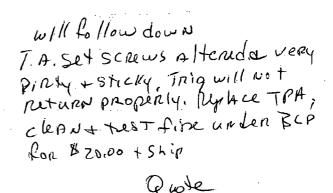
Enclosed is an UPS ground prepaid shipping label for shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. <u>Please mark the ends of the box with "Product Service"</u>.

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

JAN 1 7 2011 BY:



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

. :

/384

270

BARBER - Kinzer PPS GAL RE 0010211

Model Number: 700	Serial Number: 342715					
Are you the original owner?: YES NO	•					
Name: David Candler ~	Date of Purchase: 1568					
Address (no PO Boxes): 9423 EVENSIE	ien Ar					
city: Shreveport	State: 1/2 Zip: 7/1/8					
Phone (Daytime): 318-773-6793	Fax:					
E-mail Address: (if e-mail address is provided, notification sent) DLCANDLER® BELLSOUT						
E-mail Address:						
I would like to receive future e-mail updates from Ren	nington.					
Please describe your problem and date of occurrence:						
Gun have missed Fired 3 different times and last 3 years. While moving saftey from safe position to fire position without hiting Thisser.						
500 characters left						
Ammunition Information:						
Manufacturer: Reninston	Type: 270 Accutip					
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:					

NOTE: Please complete and print this form, and then include it with your firearm.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
RIEASEICHECKIONEX MEDIA COORDINATOR TO MAIL		I WILL MAIL	XX .
DESCRIPTION:	700 342715		

LABEL INFORMATION

MAIL LABEL TO: David Candeler 8423 Evergreen Dr Shreveport, LA 71118

RETURN ITEM TO: Rem Prod Serv

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

4XX596 SVC GNDCOM 4XX596 DEC 9, 2010 ALL CURR USD SVC GNDCOM ACT WT 10.0 LBS TRACKING# 124XX5969066785489 REF 1:DAVID CANDELER/CD/CM REF 2:700/342715 1 OF 1 HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: DV 0.00 DC 0.00 AH 0.00 SVC T/P USD COD DGD 0.00 RS 0.50 SD 0.00 0.00 PR 0.00 TOT PUB CHG 9.45 SP 0.00 PUB+HANDLING 9.45

