

BARBER - Kinzer PPS GAL RE 0010665

Remington Arms Co., Inc.

Product Service

Legal Case #:5013

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210813	11/18/2010	11/8/2010	11/19/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Keith	Faseler	2807 Irvington Dr	Pearland	TX	77584		H 713-917-9728 E kfaseler@mhinc.com

## Incident Information

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

11/8/10 Per call from Faseler, he bought his 700 BDL 2nd hand 10 years ago and had if fire on safety release this weekend. He was able to do it three times afterward but it does not now.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	C6433014	WJ	8/31/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	ARKANSAS IMPORT & DISTRIB. CO.	SCOPE,RINGS,BASE	N			

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
Per Ilion, replace TPA, clean at 1/2 normal charges						
Repair/Replacement Cost	Repair/Replacement Date					

11/8/10 Emailing letter and ARS.cm 11/22/10 Per Ilion, could not duplicate concern. Trig assm very dirty and rusty. Parts working sluggish. Can offer to replace TPA, clean and test fire at 1/2 normal charges. Emailed quote to Faseler.cm 11/23/10 Spoke with Faseler by phone, explained condition. I agreed to remove the shipping as goodwill and he will pay the remaining. He said he had not adjusted trigger but he bought it 2nd hand. Emailed picture of trigger and info on how to clean and oil as well as link to online owner's manual.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5013&Type=Case>

11/23/2010

BARBER - Kinzer PPS GAL RE 0010665

PS 12553

Examination	Exam Date	11/19/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 270 WIN	
	Date Code	WJ	
	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	ACTION VERY DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A (SCOPED)
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	

Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY,RUSTY
	Pull	---Select---	5#
	Altered	True	SEALANT REMOVED,PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock ---	
Non-Remington Components	Description		SCOPE,RINGS,BASE

frmRepairMan - Repair Inquiry

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

Repair Number: RE00210813 Serial: C6433014 Model 700 Center Fire Caliber: 270 Repairman: Status: Repairing 11/19/2010 3:13:37 PM  
 W/N Produced: 08/31/1989 SKU: 25771

Verify Repair

ADDRESS INFORMATION

Customer: KEITH FASELER Received from: KEITH FASELER  
 Address 1: 2807 IRVINGTON DR Return To: 2807 IRVINGTON DR  
 Address 2: PO Box PO Box  
 City: PEARLAND City: PEARLAND  
 State: TX Zip Code: 77584 Country: US State: TX Zip Code: 77584 Country: US

FL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/18/2010	New	lpatall	Repair Added	
11/19/2010 3...	Maint	Triavisbw	Repair Maintenance	Status: Rep

Shipping Hold  
 Interface Hold  
 Estimate Sent  
 Parts Received  
 Passed Inspection  
 Return as Received  
 Has Been Approved  
 Internal Repair  
 Exclude TATC

Current Status  
 Repairing  
 11/19/2010 3:13:37 PM  
 lpatall  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search Refresh Close

supryll - ILN/Prod frmRepairMan D1102R7XPL Thursday, Nov 18 2010 8:43 AM

start

Keith E. Faseler  
 11/22 Emailed quote.  
 REDACTED  
 12/13

47.00  
 17.80  
 11.50  
 75.50  
 17.00 remove shpg.  
 58.50

Take off

47.00  
 11.50  
 3.95 tax  
 62.45

RECEIVED  
 NOV 22 2010

BY: .....

22"  
WS 8/89  
5#

5013

November 8, 2010

Keith Faseler  
2807 Irvington Dr  
Pearland, TX 77584

Subject: #5013, Model 700

Dear Mr. Faseler,

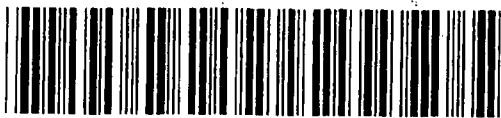
Per our phone conversation, you should receive an email with your prepaid UPS ground shipping label for shipment of the firearm to our factory within the next 24-48 business hours. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets 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 that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

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

Serial Number:  
**C6433014**  
Model: **700**



**RE00210813**

could not duplicate concern.  
trig. assm very dirty + rusty.  
parts working sluggish. can  
often to replace TPA, clean +  
test fire at 1/2 normal  
charges

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

*Emil*


**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>kfaseler@mhinc.com</u>		
TO MAIL		I WILL	
DESCRIPTION:			
		700	

  
 kfaseler@mhinc.com

## LABEL INFO

MAIL LABEL TO:	Keith Faseler 2807 Irvington Dr Pearland, TX 77584	4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1 SVC GNDGOM ACT WT 10.0 LBS TRACKING# 124XX5969065169976 REF 1: KEITH FASELER/CD/CM REF 2: 700
	Email to him at: <u>kfaseler@mhinc.com</u>	
RETURN ITEM TO:	Rem Product Service	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD DV 0.00 COD 0.00 RS 1.00 DC 0.00 DCD 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 11.04 PUB-HANDLING 11.04

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



