

Remington Arms Co., Inc.
Product Service
Legal Case #:5331

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217450	1/4/2011	12/8/2010	1/5/2011	12/4/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Frank	Jeandell	229 Parsons Rd.	Landenberg	PA	19350	60	H 484-802-7343 C 484-639-2139 E fjean@verizon.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

12/7/10: Customer called in. He stated that he had a FBC on 12/4/10. No damage. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6843164	RV	11/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE BOTTOM HALF FRT RING	Y			

CONCERN:FBC

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 - Quote to repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$77.90	1/14/2011

12/8/10: Sending ARS, ltr, form, box. Box order# 1166426. df 1/14/11: Per Ilion - Could not duplicate concern. TA dirty, sticky. Replace TA, clean & test fire under BLM program - quote. Customer called in & apprvd quote & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5331&Type=Case>

1/14/2011

	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS WORK SLUGGISH
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE BOTTOM HALF FRT RING

5331

copy

22"
2011/1/9
5th
2011

December 8, 2010

Frank Jeandell
229 Parsons Rd.
Landenberg, PA 19350
Ph: 484-639-2139

Ref: # 5331

Dear Mr. Jeandell,

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 to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

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

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
JAN 06 2011
BY:.....

enclosure

could not duplicate concern
T.A. DIRTY, STICKY. Replace
T.A. CLEAN + Test Fire
under DLL Con 8 2008
+ Ship

Quote

Serial Number:
A6843164
Model: 700



RE00217450

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

270
FOL

Print

Reset

Model Number: <u>700 BDL</u>		Serial Number: <u>A6843164</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Frank Jeandell</u>		Date of Purchase: <u>1981 I believe Christmas gift</u>	
Address (no PO Boxes): <u>229 Parsons Rd.</u>			
City: <u>Landenberg</u>	State: <u>Pa</u>	Zip: <u>19350</u>	
Phone (Daytime): <u>484 802 7343</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>fjean@verizon.net</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Chamber round gun fired.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u>IMR 4064</u>		Powder Weight: <u>43.0 g.</u>	
Case/Hull Used: <u>Remington New</u>		Primer Used: <u>Winchester</u>	
Bullet Type/Shot Size: <u>Nosler 130g.</u>		Reloader Used: <u>ALBS Rock.</u>	
Firearms Care (Cleaning and Lubrication):			

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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

pre-authorized to \$100.00.

REDACTED

6435 VISA

04/13

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	Daily after use
How often do you clean the action? (Months or Number of rounds)	same
How often do you clean the trigger assembly? (Months or Number of rounds)	never
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	Daily after use
How often do you lubricate the action? (Months or Number of rounds)	same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	never
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) never	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> 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.</p> <p style="text-align: center;">:: 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</p>	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/8/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5331 rifle			

LABEL INFORMATION

MAIL LABEL TO: Frank Jeandell 229 Parsons Rd. Landenberg, PA 19350 Ph: 484-639-2139
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067762911
REF 1: FRANK JEANDELL/CD/DMF
REF 2: 5331/RIFLE

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 7.42
TOT PUB CHG 7.42	





