

Remington Arms Co., Inc.
Product Service
Legal Case #:10295

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
415730	6/2/2014	5/6/2014	6/16/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Kertzman	305 19th Ave. NE	Jamestown	ND	58401		H 701-400-5733 E johnkertzman@yahoo.com

Incident Information

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

5/1/14: Customer called in. He stated in November 2011 he rifle fired while closing the bolt & said he now has permanent ringing in his ears as a result - no medical treatment. He stated it was extremely cold that day in Nov. 2011. He said he hasn't trusted the gun since & bought another brand to use. He stated he is upset over the recall & he stated he called in 2011 about the incident but was told by a CSR in our call center that there were no issues with the XMP triggers. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27475	G6877441	OD	7/9/2009 7:42:04 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SCHEELS - FARGO SCHEELS		Y			

CONCERN: FBC

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
Repair @ n/c						

Repair/Replacement Cost
Repair/Replacement Date
\$50

5/6/14: Sent ARS, letter & SR paperwork via Fed Ex. Box order# 1643025. Ticket# 82883, UPS Tracking# 1ZE133909099968269. df 6/16/14: I emailed Ilion to check over completely, repair as needed & test fire at no charge. I emailed customer with an update. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		OD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzie/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	FLOOR PLATE LATCH SPRING UPSET
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Fulcher, Dell

From: Fulcher, Dell
Sent: Monday, June 16, 2014 11:17 AM
To: 'johnkertzman@yahoo.com'
Subject: John Kertzman - Remington Ref# 10295

Good morning,
Our factory has completed its exam of your Model 700.
You reported the firearm fired on the bolt closing.
Our exam was unable to duplicate that concern.

Our factory is going to check the firearm over completely, repair as needed and test fire at no charge to you.
Our turnaround time right now is approximately 12 weeks.
When the firearm ships out – you will receive an email from our system.
Firearms ship via UPS Ground and require someone 21 yrs old or older to sign for it upon delivery.

We apologize for the delay in repair time.

Sincerely,
Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8636 | Fax: 336.548.7872 Email:

dell.fulcher@remington.com

Remington Outdoor Company: Remington | Marlin | Bushmaster
Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced
Armament Corp | Mountain Khakis | Dakota Arms | Parker Gun | Para
USA

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Fulcher, Dell

From: postmaster@remington.com
To: johnkertzman@yahoo.com
Sent: Monday, June 16, 2014 11:19 AM
Subject: Relayed: Message relayed (johnkertzman@yahoo.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

johnkertzman@yahoo.com

Subject:

Remington®

2011
087/6
4.54
013

COPY

May 2, 2014

10295

John Kertzman
305 19 Ave. NE
Jamestown, ND 58401
Phone: 701-400-5733

Ref # 10295, Model 700, Serial # G6877441

Dear Customer,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. This label is for a UPS Hub or UPS Terminal. A box will arrive separately.

Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form 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.

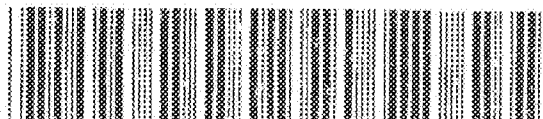
Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686
Fax: 336-548-7872

TAG: 4577

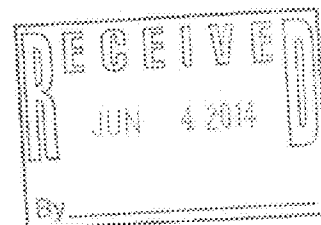
Serial Number:

G6877441

Model: 700



RE00415730

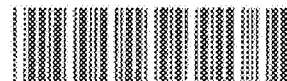


Service Request

Remington

PO Box 700

Madison, NC 27025-0700



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 82883	Serial Number / Description G6877441 700 SPS 243 WIN 20" YOUTH	Date of Request: 05/06/2014 Date Printed: 05/06/2014
Customer: JOHN KERTZMAN 305 19th Ave. NE Jamestown ND 58401 US Email:	Destination: ARM Services 14 Hoefler 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 this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

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 the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.

Model Number: 700 SPS Youth		Serial Number: 66877441	
Name: John Kerteman		Date of Purchase: 10/10	
Address (no PO Boxes): 305 19th Ave NE			
City: Jamestown		State: ND	Zip: 58401
Phone (Daytime): (701) 400-5733		Fax:	
E-mail Address: john.kerteman@epubco.com			
Please describe your problem: Trigger Recall & Floor plate Release Spring			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. 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. :: 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.			

Use our
UPS label



ShipRequest™



Ship To: John Kertzman
 Company:
 Address 1: 305 19th Ave. NE
 Address 2:
 Address 3:
 City: Jamestown
 State/Province: North Dakota
 ZIP/Postal Code: 58401
 Country: United States
 email:
 Phone: 701-400-5733
 Account: 36364
 Package Type: Package
 Address Type: Residential
 Deliver By: Wed, May 7, 2014
 Package ID: 8853

Special Instructions:

Sender Name:

email:

Prepared By: DELL FULCHER

Phone:

Date: 05-06-14 0 15 2 9 02
 Acct #: 36364
 Cust #: 0010203021435
 Zip/Zone: 58401 / 8
 Trk #: 798764332681
 Pkg ID #: 8853
 Service: FedEx Priority Overnight
 Base \$ 11.77
 Svc \$ 2.26
 Addl \$ 0.00
 Total \$ 14.03



