

Remington Arms Co., Inc.
Product Service
Legal Case #:5322

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214748	12/15/2010	12/7/2010	12/16/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Terry	Kohlman	N7152 County Rd D	Princeton	WI	54968		H 920-295-4616 C 920-229-4379 E terry.kohlman@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054	As received	Follows Down	
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained Discharge			

12/7/10: Customer called in. He stated that years ago his wife was unloading gun outside & it fired. He was not a witness to it because he was inside a cabin when it happened. No damage, No injury. He put gun away after that. Saw tv show & brought gun back out to send to us. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6671695	DX	9/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	GOPHER SHOOTERS FARIBAULT MINN	SCOPE BASE	U			

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 - Repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$77.73	12/31/2010				

12/7/10: I will email ltr & form. I will ask media coord to email ARS. df 12/31/10: Per Ilion - Will follow down. TA set screws altered & is sticky causing parts to work sluggish. Replace TA, clean, test fire under BLM program - quote. Customer apprvd repair & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5322&Type=Case>

12/31/2010

Examination	Exam Date	12/16/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4054	As received Follows Down	
Barrel	Description	22" 243 WIN	
	Date Code	DX	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD M/700 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	STICKY, SLUGGISH TRIG NOT RETURNING
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	SCOPE BASE	

5322

1000
COPY

22"
DX 9/7
2.54
009

December 7, 2010

Terry Kohlman
N7152 County Rd ND
Princeton, WI 54968
Ph: 920-295-4616
Email: terry.kohlman@yahoo.com

Ref: # 5322

Dear Mr. Kohlman,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. 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
DEC 29 2010

BY:.....

6671695

Model: 700



RE00214748

will follow down. T.A. set
screws altered & is sticky.
causing parts to work
sluggish. replace TPA, clean
+ test fire under BLP con
\$ 20.00 + ship
quote

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



Terry and Kathy Kohlman

N7152 County Road D, Princeton, Wisconsin 54968

920-295-4616 Fax: ~~920-295-4700~~ Email: tkkohlman@yahoo.com

December 7, 2010

Memo To: Remington Service Dept.

Subject: Model 700 Safety Modification Program

Factory Repair Form – "Please describe your problem and date of occurrence."

When the rifle was new, my wife was unloading it outside after deer hunting. In "jacking" ammo thru the bolt action rifle to eject cartridges, the rifle fired. She had the muzzle pointed at the ground, so no one was hurt.

Since then, the only time the rifle was fired was by me, on the rifle range, a few rounds every few years. It never misfired...until now.

Because my grandson is now ready for a rifle, I decided to return it under Remington's Safety Modification Program. I store my center fire rifles in the uncocked position, but in preparing it for shipment I worked the bolt to make certain again it was unloaded. In returning the bolt after "cocking", the rifle fired. This time it was just a "clunk" rather than a round fired, but the sound was unmistakable.

Please make the repairs necessary under your Safety Modification Program to make the rifle safe.

The rifle can be returned to the address at my letterhead.

For any charges, my Credit Card is VISA ; Exp. 12/12

Sincerely,

REDACTED

Terry Kohlman

Print

Reset

Model Number: <u>Model 700</u>		Serial Number: <u>6671695</u>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Terry Kohlman</u>		Date of Purchase: <u>Bought new circa 197??</u>	
Address (no PO Boxes): <u>N 7154 Co. Rd. D</u>			
City: <u>Princeton</u>		State: <u>WI</u>	Zip: <u>54968</u>
Cell- <u>920-229-4379</u> Phone (Daytime): <u>920-295-4616</u>		Fax: <u>—</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>terry.kohlman@yahoo.com</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>(Attached)</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Cove-Lokt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>100 gr bullet</u>			
Handload Information:			
Powder Used: <u> </u>		Powder Weight: <u> </u>	
Case/Hull Used: <u> </u>		Primer Used: <u> </u>	
Bullet Type/Shot Size: <u> </u>		Reloader Used: <u> </u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	Hoppes or Shooter's Choice
How often do you clean the bore? (Months or Number of rounds)	1 - 20 rds
How often do you clean the action? (Months or Number of rounds)	1 - 20 rds
How often do you clean the trigger assembly? (Months or Number of rounds)	24 mos
Brand of lubricant used:	Remoil or Hoppes
How often do you lubricate the bore? (Months or Number of rounds)	1 - 20 rds
How often do you lubricate the action? (Months or Number of rounds)	1 - 20 rds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	24 mos.
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input 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: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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. :: 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	

Remington®

Emailed to cust.

December 7, 2010

Terry Kohlman
N7152 County Rd ND
Princeton, WI 54968
Ph: 920-295-4616
Email: terry.kohlman@yahoo.com

Ref: # 5322

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D. Fulcher
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enclosure

[14403]
COPY]

December 7, 2010

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N7152 County Rd ND
Princeton, WI 54968
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enclosure

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

PS 13138

Print

Reset

Model		Serial	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <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>

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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: terry.kohlman@yahoo.com
Sent: Tuesday, December 07, 2010 10:48 AM
Subject: Relayed: Message relayed (terry.kohlman@yahoo.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

terry.kohlman@yahoo.com

Subject:

Remington.

www.remington.com

Good

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:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5322 rifle			

LABEL INFORMATION

MAIL LABEL TO: Terry Kohlman N7152 County Rd ND Princeton, WI 54968 Ph: 920-295-4616 Email: terry.kohlman@yahoo.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

PLEASE COMPLETE ALL PART

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066971429
REF 1: TERRY KOHLMAN/CD/DMF
REF 2: 5322/RIFLE

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 1.00
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 9.24
TOT PUB CHG 9.24	

terry.kohlman@yahoo.com







