

Remington Arms Co., Inc.
Product Service
Legal Case #:4895

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209737	11/8/2010	10/29/2010	11/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Randy	Pilarcik	1086 Prospeot Rd	Evan City	PA	16033		H 724-865-0077 C 724-991-9267 E rpilarcik@state.pa.us

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fires on bolt closing	Concern:1008 Fired on Bolt Closing		
C				

10/29/10 Per call from Randy on 10/27, he has a Model 700 7mm-08 that fires on closing the bolt. He called and left another message 10/28 with the address and email address for the ARS to be sent. He asked if we could get it back to him before deer season which starts 11/29.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM-08 REM	n/a	G6276236	WW	8/20/2002 1:46:50 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE	TWO PIECE SCOPE BASE	U			

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 no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.23	11/12/2010				

10/29/10 Emailing ARS.cm 11/12/10 Per Ilion, will follow down. Trigger and Trig pin rusted, trigger will not return properly. Replace TPA, check over, clean and test fire at no charge as a gesture of goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		22" 7MM08 REM
	Date Code		WW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

Bolt	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	ISS	
	Lift	---Select---	.013
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED TRIG NOT RETURNING PROPERLY
	Pull	---Select---	9#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmRepairMain: FGI Repairs

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

frmREInquiry Repair Inquiry

Repair Number: RE00209737 Serial: 66276236 Model: 700 Center Fire Caliber: 7
MM 08 REM Produced: 08/20/2002 SKU: 25739

Repsman: Status: Repairing 11/9/2010 12:46:04 PM

Verify Repair

ADDRESS INFORMATION

Customer: Randy Pilarcik Received from: Randy Pilarcik

Name: RANDY PILARCIK

Address 1: 1086 PROSPECT RD

Address 2: PO Box

City: EVANS CITY

State: PA Zip Code: 16033 Country: US

FPL:

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/8/2010 1:4...	New	valentids	Repair Added	
11/8/2010 1:4...	Expedite	valentids	From: Check In	To:
11/8/2010 1:4...	Expedite	valentids	From: Product Services	To:
11/9/2010 12...	Maint	Travisbw	Repair Maintenance	Status: Rep

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

Current Status: Repairing 11/9/2010 12:46:04 PM

Repair Bench: valentids

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search Refresh Close

supryfl: ILNProd frmRepairMain D1102R7XPIL Tuesday, Nov 9 2010 11:57 AM

20.23
27.-
47.23

RECEIVED
NOV 10 2010
BY:

4895

72"
www/oz
9#
1013

October 29, 2010

Randy Pilarcik
1086 Prospeot Rd
Evan City, PA 16033

Subject: #4895, Model 700

Dear Mr. Pilarcik,

Per our email conversation, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 hours. Please include a copy of the attached 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 "Supry".

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

REMINGTON
FIREARMS
CORPORATION

G6276236

Model: 700



RE00209737

Will Follow down TRIG +
TRIG pin rusted, TRIG will not
return properly. Replace TPA,
check over & clean & TEST fire.
H/c Good - C. H. G. 11/6/2010
#238195

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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA GAME COMMISSION
RANDY W. PILARCIC, WCO
PO BOX 607
PROSPECT, PA 16052
814-432-3187

Remington Arms Company, Inc.

To Whom It May Concern,

You will find my son's Remington Model 700 in .7mm-08 in this box. The problem we have been having as first reported to Remington is that when the bolt is closed, the firearm discharges. While speaking to my son about the problem again before shipping the firearm to you for repairs, I found that when the firearm is on "Safe" and the bolt is slid forward and just prior to firing, the safety is slid from the "Safe" position to the "Fire" position, the firearm discharges.

You will find also that when the bolt is pulled back and then slid forward, the safety will not move and only after sliding the bolt back and putting the safety to the "Safe" position that the safety can then be slid to the "Fire" position, but in doing so, the firearm will discharge.

I'm sure that you will find what I am talking about and will then be able to correct the problem to make the firearm safe to use again. The rifle deer season here in Pennsylvania opens the 29th of November and my son will be anxiously awaiting the return of the firearm.

If you have any questions, please feel free to call me at 724-865-0077 or 724-991-9267 or email at rpilarcik@state.pa.us.

Thanks,

Randy W. Pilarcik

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>rpilarcik@state.pa.us</u>		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Randy Pilarcik 1086 Prospeot Rd Evan City PA 16033	Email to him at:	<u>rpilarcik@state.pa.us</u>
RETURN ITEM TO: Remington Product Service			

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

ved
rpilarcik@state.pa.us

4YX596 OCT 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4X5969065037324
REF 1 RANDY PILARCIC/CD/CM
REF 2:700
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 SVC T/P USD
DC 0.00 DGS 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 7.95 PUB+HANDLING 7.95