

Remington Arms Co., Inc.

Product Service

Legal Case #:4805

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209164	11/3/2010	10/20/2010	11/4/2010	10/20/2010			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Laszlo	Lengyel	281 Cricklewood Circle	Lansdale	PA	19446		C 215-896-4534 E ljlengyel@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1007	Fired on Safe Release	Unknown	
C FSR				

10/20/10 @ 11:59am - I spoke w/customer. He stated that his rifle fired when he moved the safety from safe to fire this morning. Rifle was pointed in the air. Safety is now stuck and will not move. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71155221	LY	2/1/2004 7:44:56 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	Cabela's	SCOPE BASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair @ 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

10/20/10: Sending ARS & letter by email. Sending box. Order# 1150401. dmf 11/5/10: Per Fred S. - Trigger assemb is contaminated with a partially dried & sticky substance. Residue causing parts to work sluggish. Replace tpa, clean & test fire @ 1/2 normal charges - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4805&Type=Case>

11/5/2010

Cause	4015	Improper Maintenance	WILL FOLLOW DOWN
Barrel	Description		22" 30-06 SPR
	Date Code		LY
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED AND STICKY LUBE RESIDUE.PARTS WORK SLUGGISH
	Pull	---Select---	5#

Page 3 of 3

	Altered	False
	Sub-Assembly	Other Remington

frmREInquiry - Repair Inquiry

Repair Number: **RE00209164** Serial: 71155221 Model: 710 Center Fire Caliber: 30 OS W/SCOPE Produced: 02/01/2004 SKU: 27410 Repairman: Bruce Travis Status: ApprovaHold 11/4/2010 1:45:27 PM

Verify Repair

ADDRESS INFORMATION

Customer: ☐ Received from: ☐ Return To: ☐ Received from: ☐

Name: **LASZLO LENGYEL** Address 1: **281 CRICLEWOOD CIRCLE** Address 2: **PO Box** City: **LANSDALE** State: **PA** Zip Code: **19446** Country: **US**

FFL: ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Interface Hold	Estimate Sent	Parts Received	Passed Inspection	Return as Received	Has Been Approved	Internal Repair	Exclude TATC	Current Status
11/3/2010 10:...	New	schultscm	Repair Added											Approval Hold
11/3/2010 10:...	Expedite	schultscm	From: Check In	To:										11/4/2010 1:45:27 PM
11/4/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Rep										Travisbw
11/4/2010 1:4...	Estimate	Travisbw	Estimate Update	Status: Appr										Repair Bench
11/4/2010 1:4...	ApprovaH...	System	Immediate SAP Allocation											Repair Location

Repair Search Refresh Close

RECEIVED
NOV - 5 2010

BY:.....

UPS Electronic Return Label: View/Print Label

1. Ensure that there are no other tracking labels attached to your package.
2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label. Take care not to cover any seams or closures.
3. Drop-off
 - o Take this package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS ReturnsSM Services (including via UPS Ground) are accepted at Drop Boxes, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop Off. [Drop Off Locator](#)
 - o Daily Pick up customers: Have your shipment(s) ready for the driver as usual.

*1219. ASSM. is contaminated with
a partially dried sticky lubricant
residue causing parts to walk
slipstick. inspect at, clean & test
fine at 1/2 normal changes.
Qute*



Model: 710
71155221

FOLD HERE

LASZLO LENGVEL 2158964534 281 CRICKLEWOOD CIRCLE LANSDALE PA 19446 10 LBS 1 OF 1 RS SHIP TO: ATTN: FRED SUPRY/PRODUCT SERVICE REMINGTON ARMS CO., INC. 14 HOEFLER AVE. ILION NY 13357 CS 11.2.10	NY 135 0-01 	UPS GROUND TRACKING #: 1Z 4XX 596 90 6728 1502 	DESC: FIREARMS RETURN SERVICE Reference No. 1: LASZLO LENGVEL/CD/DMF Reference No. 2: REF# 4605/FILE 10/16/07 28 W03E170 09 0A 10/2010
--	-----------------	---	---

*TS
10/2/17*

508h

Remington®

2:00pm ET 10/20/10

Emailed my letter & factory
form to customer. PHS
label will be emailed
separately by Cathy Hudson.

Dell

October 20, 2010

Laszlo Lengyel
281 Cricklewood Circle
Lansdale, PA 19446
Ph: 215-896-4534
Email: ljlengyel@yahoo.com

Subject: # 4805

Dear Mr. Lengyel,

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination is being sent in a separate email.

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 boxes with the name "Supry". Fred Supry 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,



Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

df
enclosure

COPY

October 20, 2010

Laszlo Lengyel
281 Cricklewood Circle
Lansdale, PA 19446
Ph: 215-896-4534
Email: ljlengyel@yahoo.com

Subject: # 4805

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Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

df
enclosure

Print

Reset

Model		Serial	
Number:		Number:	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
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:			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds)
How often do you clean the action? (Months or Number of rounds)
How often do you clean the trigger assembly? (Months or Number of rounds)
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
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?)
What were the services performed?)
<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.

E-Mail

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/20/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXX			
TO MAIL			
DESCRIPTION: Ref# 4805 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Laszlo Lengyel 281 Cricklewood Circle Lansdale, PA 19446 Ph: 215-896-4534 Email: <u>ljlengyel@yahoo.com</u>	<p>E-Mail</p> <p>Yes</p>
RETURN ITEM TO Remington Arms Attn: Product Service/Supry Ilion, NY <u>Please email ARS label to customer</u>	

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

ljlengyel@yahoo.com

4XX596 OCT 20, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5960067281502
REF 1: LASZLO LENGYEL/CD/DMF
REF 2: REF# 4805/RIFLE
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
T07 PUB CHG 7.95 PUB+HANDLING 7.95

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.remington.com

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED. PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROX 21 DAYS. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE D

11/5/10

Emailed quote to Customer. Dell

Repair Number

RE00209164

Serial Number / Description

71155221

Model 710 Center Fire Caliber: 30 -06 W/SCOPE

Customer:

LASZLO LENGYEL
281 CRICLEWOOD CIRCLE
LANSDALE, PA 19446 US

Return To:

LASZLO
281 CR
LANSD

Please Circle One:

VISA MC DISCOVER Card No. _____

Open Account: R _____ PO Number: _____

Approval Signature:

Date: _____

Daytime Phone: (____) _____

Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems

Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger assm is contaminated with a partially dried and sticky lubrication residue causing parts to work sluggish. replace trigger plate assm. clean and test fire at 1/2 normal charges.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F301265	Part	710 REC. INSERT ASSB. COMPLETE	1	Billable	1	58.00	50	29.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 57.50

Est Sales Tax: 3.45

Grand Total \$ 60.95

Fulcher, Dell Marie

From: Laszlo Lengyel [ljlengyel@yahoo.com]
Sent: Thursday, November 11, 2010 3:30 PM
To: Fulcher, Dell Marie
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164

Sorry, yes \$60.95

--- On **Thu, 11/11/10, Fulcher, Dell Marie** <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164
To: "Laszlo Lengyel" <ljlengyel@yahoo.com>
Date: Thursday, November 11, 2010, 9:05 AM

The quote is for \$60.95. May I get approval for that?

Thank you,

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Fax: 336.548.7872
Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota
Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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From: Laszlo Lengyel [mailto:ljlengyel@yahoo.com]
Sent: Thursday, November 11, 2010 8:32 AM
To: Fulcher, Dell Marie
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164

I approve the repairs quoted for ref#4805/RE00209164 not to exceed \$60.94.

American Express

15007

REDACTED

Laszlo J Lengyel

--- On **Wed, 11/10/10**, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164
To: "Laszlo Lengyel" <ljlengyel@yahoo.com>
Date: Wednesday, November 10, 2010, 9:14 AM

You can mail the quote in with check, money order, or credit/debit card number.

You can also send me an email with your approval & card number and I can get the repair started that way.

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Fax: 336.548.7872
Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota
Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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From: Laszlo Lengyel [<mailto:ljlengyel@yahoo.com>]
Sent: Wednesday, November 10, 2010 9:07 AM
To: Fulcher, Dell Marie
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164

how do I make payment?

--- On **Mon, 11/8/10**, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164
To: "Laszlo Lengyel" <ljlengyel@yahoo.com>
Date: Monday, November 8, 2010, 9:51 AM

The issue was addressed & the findings are stated on the quotation.

Product Service found the trigger assembly is contaminated with a partially dried and sticky lubrication residue causing the parts to work sluggish.

On the Model 710, the whole Receiver Insert Assembly has to be replaced.

They are offering to do the repair at 50% off.

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin |
H&R | Dakota Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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From: Laszlo Lengyel [mailto:ljlengyel@yahoo.com]

Sent: Saturday, November 06, 2010 4:50 PM

To: Fulcher, Dell Marie

Subject: Re: Laszlo Lengyel - Ref# 4805/RE00209164

Dell Fulcher

I sent this rifle in because it fired after the safety was moved from safe to on. Per your estimate, none of this was addressed, the tech merely cleaned the assembly and replaced the trigger plate, then wants to charge me \$60.00. What about the non intentional discharge of the rifle? Please advise.

Laszlo

--- On Fri, 11/5/10, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>

Subject: Laszlo Lengyel - Ref# 4805/RE00209164

To: "ljlengyel@yahoo.com" <ljlengyel@yahoo.com>

Date: Friday, November 5, 2010, 5:58 PM

Please see attachment.

If you do not receive the attachment, please let me know and I will send it again or mail it.

Thank you,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Fax: 336.548.7872

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H&R | Dakota Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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