

Remington Arms Co., Inc.
Product Service
Legal Case #:7017

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251984	12/29/2011	12/7/2011	12/30/2011	11/28/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dennis	Kisasonak	428 Camp Ave	Braddock	PA	15104		W 412-351-3763 C 724-622-5508 E kisasonak1@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				

12/7/11: Customer called in. He was using rifle on 11/28/11 & had a FBC. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6619828	PQ	6/4/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	KEI/K MART SPARKS NV		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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29	1/4/2012				

12/7/11: Mailing ARS & forms. df 1/4/12: Per Ilion - Could not duplicate concern. TA rusty. Replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/30/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		PQ
	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---	
Overall	Exterior Condition	Slightly Worn; Functioning	RUSTY UNDER STK
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M700 Bolt Lock	

22"
PQ4/H
S.S.
1010

7017

COPY

December 7, 2011

Dennis Kisasonak
428 Camp Ave
Braddock, PA 15104
Phone: 724-622-5508

Ref: # 7017, Model 700, Serial # A6619828

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter 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 and will contact me with the results. I will contact you once I get the report.

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

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

RECEIVED
JAN 4 2012
BY: [signature]

enclosure

Serial Number

A6619828

Model: 700



RE00251984

could not duplicate concern
T.A. Mistry - Rep has TPA, clean
+ test fire under BLP Ron
820. + ship

Quote

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00006058	Serial Number / Description A6619828 Model 700 Center Fire Caliber: 3006	Date of Request: 12/07/2011 Date Printed: 12/07/2011
Customer: DENNIS KISASONAK 428 CAMP AVE BRADDOCK, PA 15104 US Email:	Destination: Arms 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 it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service # 7017 - FBC

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Print

Reset

Model Number: 700 BOL		Serial Number: A6619828	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Dennis KISASONAK		Date of Purchase: N/A	
Address (no PO Boxes): 428 CAMP AVE.			
City: BRADDOCK		State: PA	Zip: 15104
Phone (Daytime): 412-351-3763		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) KISASONAK1@VERIZON.NET			
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: LOADING gun with 4 ROUNDS 3 IN RECEIVER ONE IN TOP. TOP ONE WOULD NOT GO IN PULLED OUT, TOP ROUND FROM RECEIVER ENTER BOLT PUSH BOLT FORWARD. AS I LOCKED BOLT DOWN GUN WENT OFF. NOV. 28, 2011 ^{note} GUN HAS BEEN FIRED maybe 75 times			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: 3031		Powder Weight: 48 GR	
Case/Hull Used: A55T		Primer Used: Rem. 9/2	
Bullet Type/Shot Size: 150 GR SP. & PO. (HORNADY L.308)		Reloader Used: RCBS Rock Chucker	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPE'S
How often do you clean the bore? (Months or Number of rounds)	AFTER FIRING GUN
How often do you clean the action? (Months or Number of rounds)	AFTER USING
How often do you clean the trigger assembly? (Months or Number of rounds)	NEVER KNOW
Brand of lubricant used:	GUNSLICK
How often do you lubricate the bore? (Months or Number of rounds)	AFTER USING
How often do you lubricate the action? (Months or Number of rounds)	AFTER USING
How often do you lubricate the trigger assembly? (Months or Number of rounds)	NEVER KNOW
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	BUT I WOULD
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>	

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.

ARS LABEL REQUEST FORM

DATE: 12/07/2011	Service Request # SR00006058
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:	DENNIS KISASONAK 428 CAMP AVE BRADDOCK, PA 15104 US SR00006058 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 7, 2011 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX6969065968935 ALL CURRENCY USD
REF 1: SR00006058
REF 2:

HANDLING CHARGE 0.00		FRT: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 9.04		PUB+HANDLING 9.04

ATTN: Product Service







