

Remington Arms Co., Inc.
Product Service
Legal Case #:6703

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
245886	11/4/2011	10/19/2011	11/7/2011	10/15/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Matthew	Kowalewski	911 Waterworks Rd	Freehold	NJ	07728		C 732-804-8869 E matthew_kowalweski@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1020	Fired on Bolt Opening	Unknown	
C FBO				

10/19/11: Customer called in. He was using rifle on 10/15/11 & when he opened the bolt the gun fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6647840	EE	10/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

CONCERN: FBO

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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

10/19/11: Mailing ARS, letter, forms. df 11/14/11: Per Ilion - Could not duplicate concern. TA dirty & light rusting. Can offer to replace TA, clean & test fire & 1/2 normal cost - quote. Spoke to custmer & he approved & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		EE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	LITE RUST,DIRTY
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

22"
EE 10/8
7A
.014

COPY

6703

October 19, 2011

Matthew Kowalewski
911 Waterworks Rd.
Freehold, NJ 07728
Phone: 732-804-8869

Ref: # 6703, Model 700, Serial # B6647840

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

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 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

enclosure

Serial
Number:

B6647840

Model: 700



RE00245886

could not duplicate concern
T.A. dirty + lite rusting. CAN
offer to replace TPA, clean +
TEST fire AT 1/2 normal cost.


Woke RECEIVED
NOV - 8 2011

BY:

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

Print

Reset

Model Number: 700		Serial Number: 866 97840	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Matthew Kowalewski		Date of Purchase: 10/1986	
Address (no PO Boxes): 911 Waterworks Rd			
City: Freehold		State: NJ	Zip: 07725
Phone (Daytime): 732 804 8869		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) matthew_kowalewski@yahoo.com			
Under score  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: not took off safe went to open bolt & gun Fired 10/15/2011			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 30-06 - 165 grain	
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: <u>Remington</u>
How often do you clean the bore? (Months or Number of rounds) <u>At end of Hunting Season Dec</u>
How often do you clean the action? (Months or Number of rounds) <u>At end of hunting season in Dec</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Same</u>
Brand of lubricant used: <u>Remington</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>Same</u>
How often do you lubricate the action? (Months or Number of rounds) <u>Same</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Same</u>
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? <u>Never</u>
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 Hoeffler 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

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.

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	10/19/2011
SR00001469	B6647840	Date Printed:	10/19/2011
Model 700 Center Fire Caliber: 3006			
Customer:		Destination:	
MATTHEW KOWALEWSKI		Arms Services	
911 WATERWORKS RD		14 Hoefler Ave	
FREEHOLD, NJ 07728 US		Ilion, NY 13357 US	
Email:		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# 6703

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

Grand Total: \$.00

ARS LABEL REQUEST FORM

DATE: 10/19/2011	Service Request # SR00001469
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: BRING LABEL TO ME	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	MATTHEW KOWALEWSKI 911 WATERWORKS RD FREEHOLD, NJ 07728 US SR00001469 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 19, 2011 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066590091
 REF 1:SR00001469
 REF 2:
 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 8.15 PUB+HANDLING 8.15

ATTN: Product Service

Remington Arms Co., Inc.
Product Service
Legal Case #:6873

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/21/2011	11/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	Kroitzsh			NH			C 603-812-2678

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064 Not Examined by Product Service		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/21/11: Customer called in. He stated he had a FSR with rifle about 2 weeks ago but he doesn't want to send it into us. He just wanted us to be aware of the incident. No damage, No injury. He stated he did lighten the trigger before this happened. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25640	G6476034		4/12/2006 11:17:57 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		Y			

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
Customer not sending gun in for exam						

Repair/Replacement Cost	Repair/Replacement Date

11/21/11: Customer not sending gun to Ilion for exam. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment





