

Remington Arms Co., Inc.
Product Service
Legal Case #:7532

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
264455	4/10/2012	3/27/2012	4/11/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robert	Rosenswie	6230 Genesee Rd.	Springville	NY	14141		H 716-592-9271 C 716-560-2841

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

3/27/12: Customer called in. He stated the rifle fired on safe release years ago. He said he saw the CNBC show and wants the rifle looked at. No damage or injury reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	191940	BN	1/1/1966
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN: FSR

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				
	\$30					

3/28/12: Mailing ARS & forms. Box shipped from Madison office. df 4/17/12: Per Ilion - TA dirty, set screws altered. Trigger not returning properly. Replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 22-250 REM
	Date Code		BN
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	--Select--	.003
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	--Select--	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Remington®

24"
B N1/66
2.5"
003

7532

March 27, 2012

Robert Rosenswie
6230 Genesee Rd.
Springville, NY 14141
Phone: 716-592-9271

Ref: # 7532, Model 700, Serial # 191940

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility for examination and service request. A box will arrive separately.

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

enclosure

RECEIVED
APR 16 2012

Serial
Number:

191940

Model: 700



RE00264455

BY: _____

T.A. dirty set screws altered.
Trig ~~has~~ not mt. prop. replace
TPA, clean + test under BCP
Lon # 20: t

Quote

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

PS 29051

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:	03/28/2012
SR00016251	191940	Date Printed:	03/28/2012
Model 700 Center Fire 22-250 caliber			
Customer: ROBERT ROSENWIE 6230 GENESEE RD. SPRINGVILLE, NY 14141 US		Destination: Arms Services 14 Hoefler Ave 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

SAFETY MODIFICATION PROGRAM, CROSS BOLT SAFETY

Service Request Section

Product Service # 7532

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



Bob Rosenswie
5230 Genesee Rd
Springville, NY 14141-9797

Model Number: <u>700</u>		Serial Number: <u>191940</u>	
Name: <u>ROBERT ROSENSWIE</u>		Date of Purchase: <u>1966 or 67</u>	
Address (no PO Boxes): <u>6230 GENESSEE RD</u>			
City: <u>SPRINGVILLE</u>	State: <u>NY</u>	Zip: <u>14141</u>	
Phone (Daytime): <u>716-592-9271</u>		Fax: <u>716-560-2841</u>	
E-mail Address: <u></u>			
Please describe your problem: <u>SAFTY MODIFACTION PROGRAM</u> <u>CROSS BOLT SAFTY</u>			
500 characters left			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</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>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.</p> <p><input type="button" value="Print"/> <input type="button" value="Reset"/></p>			

ROBERT ROSENWIE
(716) 592-1420
UPS AUTHORIZED SHIPPING OUTLET
42E MAIN ST
SPRINGVILLE NY 14141

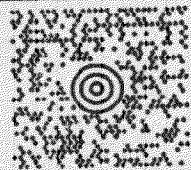
18 LBS

1 OF 1

DWT: 49,7,7

SHIP TO:

ARMS SERVICES
PRODUCT SERVICE
14 HOELFLER AVE
ILION NY 13357

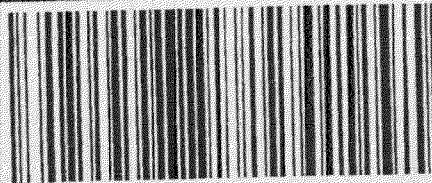


NY 135 0-01



UPS GROUND

TRACKING #: 1Z RR5 306 03 4581 1554



BILLING: P/P

MS 15.8.16

LP2644 24.0A 21/2012



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ARS LABEL REQUEST FORM

DATE: 03/28/2012	Service Request # SR00016251
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
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LABEL INFORMATION

MAIL LABEL TO:	ROBERT ROSENSWIE 6230 GENESEE RD. SPRINGVILLE, NY 14141 US SR00016251 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 MAR 28, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065507021
 REF 1:SR00016251
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 8.65	PUB+HANDLING	8.65	

ATTN: Product Service



ShipRequest™



Ship To: Robert Rosenswie
Company:
Address 1: 6230 Genesee Rd.
Address 2:
Address 3:
City: Springville
State/Province: New York
ZIP/Postal Code: 14141
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Mon, April 2, 2012
Package ID: 8850

Special Instructions:

Sender Name: Dell Marie Fulcher
email: dell.fulcher@remington.com
Prepared By: Dell Fulcher
Phone: 336-548-8686

Date: 03-28-12 22 lb 3 oz
Acct # : 230145
Cust # : 00L0000006706
Zip/Zone: 14141 / 4
Trk # : 124XX5960300027969
Pkg ID #: 8850
Service : UPS Ground

Base :\$	11.63
Spc S:\$	2.00
Addl :\$	0.00
Total \$	13.63



