

Remington Arms Co., Inc.
Product Service
Legal Case #:8209

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
291908	12/7/2012	11/27/2012	1/7/2013	11/26/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Kowalsky	165 South Opdyke, Lot 133	Auburn Hills	MI	48326		H 216-659-1332

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI ringing ears				
PD hole in new pool table, set of patio doors	Cause:4015 Improper Maintenance Concern:1020 Fired on Bolt Opening		U	
S				
C				

11/27/12 Per call from John, when coming back in from hunting Sunday morning they all laid their rifles on the pool table. He had a round in his rifle and picked it up and when he lifted the bolt to eject it fired. It shot a hole in a new pool table and damaged a set of patio doors. He has had it for a while and it worked fine. He inherited the rifle. 3 people have ringing ears from this incident.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	153275	KM	5/1/1965
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN:FIRE LIFTING BOLT

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
Replace TPA no charge as goodwill						

Repair/Replacement Cost Repair/Replacement Date

11/27/12 Sending box from Ilion and ARS from NC.cm 1/4/13 Left voice msge for Kowalsky that trigger was rusty and dirty and that was the cause of the follow down of the trigger. We can clean, replace TPA no charge as goodwill but will not cover PI/PD. This was from maintenance not a defect from the factory.cm 1/7/13 Voice message from Kowalsky stated he was ok with the replacement TPA and repairs. He asked if he could get the old trigger back also to see it. I will call him and let him know that we don't send back the parts that are out of spec.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/10/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALJO
Cause	4015	Improper Maintenance	
	Description		24" 7MM REM MAG
	Date Code		KM
	Bore Plugged	False	

Barrel	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.001
	Notch	Slightly Worn; Functioning	O/S DOUBLE SEAR
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY WILL FOLLOW DOWN ON SAFETY NULL TEST
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

8209

COPY

2411
KMS/6
6#
001

November 27, 2012

John Kowalsky
165 South Opdyke Lot 133
Auburn Hills, MI 48326

Subject: Case # 8209, Model 700, SR #36518

Dear Mr. Kowalsky,

Enclosed in this letter is a UPS ground prepaid shipping label to cover shipment of the firearm to Remington for inspection. Please include the "Service Request" and a copy of this letter inside with the firearm. **The Service Request inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "Product Service."

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
Number:

153275

Model: 700



RE00291908

RECEIVED
DEC 11 2012

BY:

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

PS 32757

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv #8209

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

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 SR00036518	Serial Number / Description 153275	Date of Request: 11/27/2012 Date Printed: 11/27/2012
Customer: JOHN KOWALSKY 165 SOUTH OPDYKE LOT 133 AUBURN HILLS, MI 48326 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

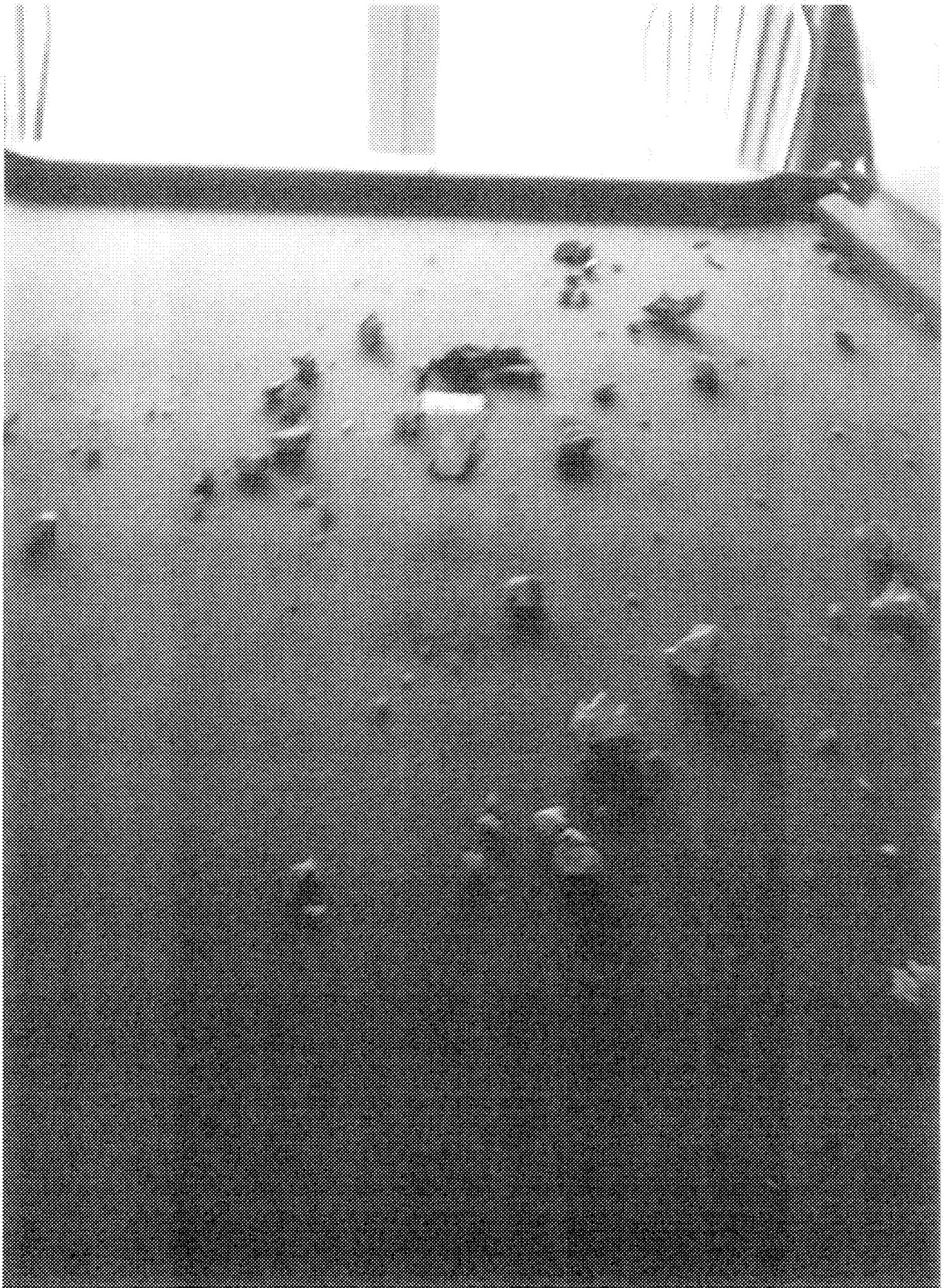
Service Request Section
Prod Serv #8209

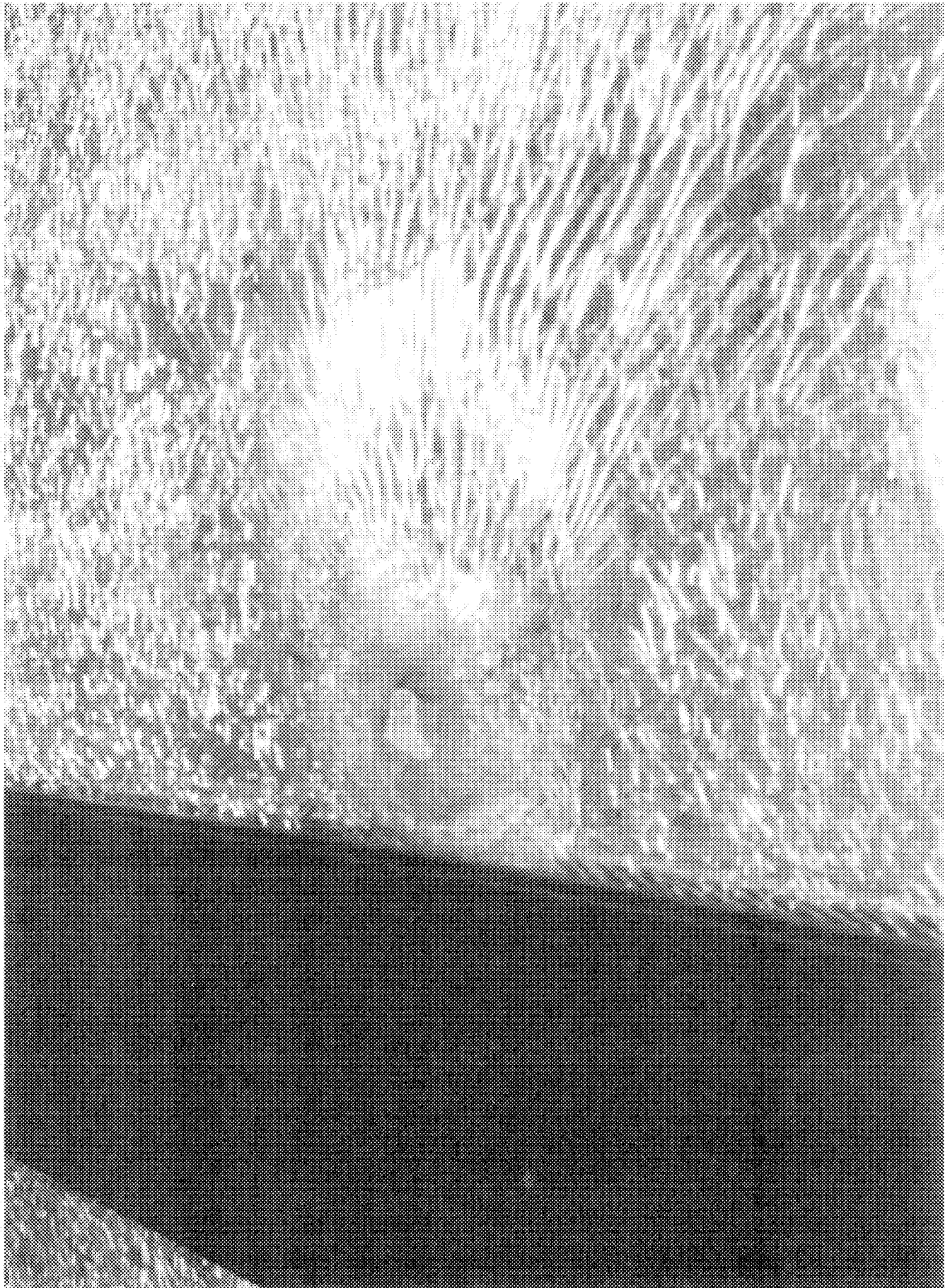
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00









ARS LABEL REQUEST FORM

DATE:	11/27/2012	Service Request #	SR00036518
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchells email address:		

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

JOHN KOWALSKY
165 SOUTH OPDYKE LOT 133
AUBURN HILLS, MI 48326 US
SR00036518

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 28, 2012 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065733518
REF 1: SR00036518
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
QH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.69 PUB+HANDLING 9.69

ATTN: Prod Serv #8209





