

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9606

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332195	12/27/2013	12/2/2013	1/20/2014	11/25/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kevin	Krienke	247 County Rd 272	Cedar Park	TX	78613		C 512-818-2643 E kkrienke@wilco.org

Incident Information

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

12/2/13: Customer called in. He stated he was deer hunting, took gun off safety & it would not fire, unloaded gun & reloaded & then removed safety again & the gun fired as soon as he released the safety. He said he has a blood blister on his thumb - no medical treatment. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	29705	E6221787	BQ	1/1/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS		N			

CONCERN: FSR

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
Quote to repair at a discount - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				

12/5/13: Mailed ARS, letter, SR paperwork. Box order# 1571118. df 1/20/14: Emailed Ilion to quote to replace TA, clean & test at 50% discount - goodwill gesture. Emailed quote to customer. df 1/22/14: Cust. emailed & he is not happy w/quote. I removed the shipping charge & testing charge & requested. I called customer & he apprvd & paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/30/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 308 WIN
	Date Code		BQ
	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	
	Description		STANDARD SAFETY

Safety	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG SLUGGISH AND NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

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

Estimating Report

Page: 1

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

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 BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

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Customer:
 KEVIN KRIENKE
 247 COUNTY RD 272
 CEDAR PARK, TX 78613 US

Item Return To:
 KEVIN KRIENKE
 247 COUNTY RD 272
 CEDAR PARK, TX 78613 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____
 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.

Repair Number	Serial Number / Description	Date Received:	12/27/2013
RE00332195	E6221787	Estimate Date:	01/22/2014
	Model 700 Center Fire Caliber: 308 WIN	Date Printed:	1/22/2014

Problems

Reported	Found
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	S056 - FEATURE-TRIGGER ADJUSTMENT SCREWS ALTERED

Technician Comments

replace trigger assembly, check over and test fire at 1/2 normal cost.

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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	99.91	50	49.96
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	100	.00
4000119	Service	GR-TEST	1	Billable	1	23.00	100	.00

PAID
 1/22/14 df

Sub Total: 49.96
Est Sales Tax: 3.37
Grand Total: \$53.33

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Wednesday, January 22, 2014 8:35 AM
To: 'Kevin Krienke'
Subject: RE: Kevin Krienke - Remington Ref. # 9606

Good morning,

I apologize for not being able to return your phone call.

Based on our exam the quote to repair is appropriate. We did not find a manufacturers defect.

As a gesture of goodwill, the shipping charge and the testing charge have been removed.

The quote is for a new trigger so the firearm will be back within factory specifications and the discount on it is 50%.

The quote is \$53.33.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, LLC PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email: dell.fulcher@remington.com Freedom Group

Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker Gun | Para USA

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-----Original Message-----

From: Kevin Krienke [mailto:KKKrienke@wilco.org]
Sent: Tuesday, January 21, 2014 7:54 PM
To: Fulcher, Dell Marie
Subject: Re: Kevin Krienke - Remington Ref. # 9606

I called today to discuss this with you, but I will send an email since I didn't hear back from you. I never messed with any of the set screws on this rifle and the poundage on the trigger shouldn't cause the sear to disengage when the rifle is taken off safety. This trigger issue ruined my hunt and wounded an animal due to the malfunction and could have killed someone. All I am asking is for y'all to fix the issue free of charge on a trigger that has had numerous issues and lawsuits. I am not asking for much. If this can't happen then just send my rifle back and I will figure something else out. I would think y'all would want to remove y'all's liability from the issue by just fixing it. Thanks and I look forward to hearing from you

Sent from my iPhone

On Jan 21, 2014, at 7:28 AM, "Fulcher, Dell Marie" <Dell.Fulcher@remington.com> wrote:

- > Good morning,
- > The previous email with the attached quote to repair stated what we found when we examined your firearm.

> The exam also shows the trigger had been adjusted down to 3 pounds outside of the factory.
> We did not find a manufacturers defect when we examined your firearm.

>
> Sincerely,
> Dell Fulcher | Consumer Affairs Administrator Remington Arms Company,
> LLC PO Box 700, Madison, NC 27025-0700
> Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:
> dell.fulcher@remington.com Freedom Group Family of Companies:
> Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R |
> Barnes Bullets | Advanced Armament Corp | Mountain Khakis | Dakota
> Arms | Parker Gun | Para USA

>
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>
>
> -----Original Message-----
> From: Kevin Krienke [mailto:KKKrienke@wilco.org]
> Sent: Monday, January 20, 2014 8:17 PM
> To: Fulcher, Dell Marie
> Subject: Re: Kevin Krienke - Remington Ref. # 9606

>
> I am confused by the findings because I have never messed with the set
> screws and keep a very clean rifle. I have never heard of a gun
> discharging when you take it off safety due to it being slightly
> dirty. Sounds like a malfunctioning trigger. I would like a little
> more info before I pay for a trigger to be replaced. Thank you

>
> Sent from my iPhone

>
> On Jan 20, 2014, at 2:28 PM, "Fulcher, Dell Marie" <Dell.Fulcher@remington.com> wrote:

>
>> Good afternoon,
>> Please see attached quote to repair.
>> Our exam found the trigger was dirty, sluggish and the trigger set screws had been altered outside of the factory.

>>
>> Sincerely,
>> Dell Fulcher | Consumer Affairs Administrator Remington Arms Company,
>> LLC PO Box 700, Madison, NC 27025-0700
>> Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:
>> dell.fulcher@remington.com Freedom Group Family of Companies:
>> Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R
>> | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | Dakota
>> Arms | Parker Gun | Para USA
>>

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>>

>> <mad2-sharp-front@remington.com_20140120_152605.pdf>

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Monday, January 20, 2014 3:30 PM
To: 'kkrienke@wilco.org'
Subject: Kevin Krienke - Remington Ref. # 9606
Attachments: mad2-sharp-front@remington.com_20140120_152605.pdf

Good afternoon,
Please see attached quote to repair.
Our exam found the trigger was dirty, sluggish and the trigger set screws had been altered outside of the factory.

Sincerely,
Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, LLC PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email: dell.fulcher@remington.com Freedom Group
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Fulcher, Dell Marie

From: Kevin Krienke [KKrienke@wilco.org]
To: Fulcher, Dell Marie
Sent: Monday, January 20, 2014 3:34 PM
Subject: Read: Kevin Krienke - Remington Ref. # 9606

Your message

To:
Subject: Kevin Krienke - Remington Ref. # 9606
Sent: Monday, January 20, 2014 3:35:50 PM (UTC-05:00) Eastern Time (US & Canada)

was read on Monday, January 20, 2014 3:33:43 PM (UTC-05:00) Eastern Time (US & Canada).

Fulcher, Dell Marie

From: postmaster@remington.com
To: kkrienke@wilco.org
Sent: Monday, January 20, 2014 3:31 PM
Subject: Relayed: Message relayed (kkrienke@wilco.org)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

kkrienke@wilco.org

Subject:

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.remington.com

Page: 1

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<p>Customer: KEVIN KRIENKE 247 COUNTY RD 272 CEDAR PARK, TX 78613 US</p>	<p>Item Return To: KEVIN KRIENKE 247 COUNTY RD 272 CEDAR PARK, TX 78613 US</p>
--	--

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp.Date _____
 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.

Repair Number	Serial Number / Description	Date Received:	12/27/2013
RE00332195	E6221787	Estimate Date:	01/20/2014
	Model 700 Center Fire Caliber: 308 WIN	Date Printed:	1/20/2014

Reported	Problems Found
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	S056 - FEATURE-TRIGGER ADJUSTMENT SCREWS ALTERED

Technician Comments

replace trigger assembly,check over and test fire at 1/2 normal cost.

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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	99.91	50	49.96
4000114	Service	GR-SHIPPING & 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: 78.46
Est Sales Tax: 5.30
Grand Total: \$83.75

Remington®

26"
BR/9
3#
.014

December 2, 2013

9606

Kevin Krienke
247 County Rd. 272
Cedar Park, TX 78613
Phone: 512-818-2643

Ref # 9606, Model 700, Serial # E6221787

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you. 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.

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

Serial Number: **E6221787**

Model: **700**



RE00332195

RECEIVED
JAN 03 2014

BY:.....

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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 SR00070193	Serial Number / Description E6221787 Model 700 RIFLE Caliber: 308	Date of Request: 12/05/2013 Date Printed: 12/05/2013
Customer: KEVIN KRIENKE 247 COUNTY RD 272 CEDAR PARK, TX 78613 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

Service Request Section
Product Service # 9606. dmf

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

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

Model Number: Model 700		Serial Number: EG 221787	
Name: Kevin Krienke		Date of Purchase: unknown	
Address (no PO Boxes): 247 C.R. 272			
City: Cedar Park		State: TX	Zip: 78613
Phone (Daytime): 512 818-2643		Fax: —	
E-mail Address: KKrienke@wilco.org			
Please describe your problem: Firearm discharged 3 times while hunting when taken off safety. It was approx. 25 degrees out and clear. Also had to eject all remaining shells to get it back on safety.			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>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. :: 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. :: 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>			

Use our
UPS label

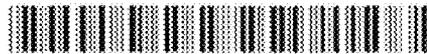
ARS LABEL REQUEST FORM

DATE: 12/05/2013	Service Request #	SR00070193
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: [REDACTED]	email address:	[REDACTED]

Business:	Remington Service PO Box 749 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	KEVIN KRENKE 247 COUNTY RD 272 CEDAR PARK, TX 78613 US SR00070193 Email:
RETURN ITEM TO:	ILN Arms Services



4XK596 DEC 5, 2013 ALL CLRR USD 1 OF 1
 SVC ENDOR ACT WT 10.0 LBS
 TRACKING# 124XK5960000131765
 REF 1: SR00070193
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRSD		RS 0.20
OV 0.00	CCD 0.00	SD 0.00
OC 0.00	CCD 0.00	SP 0.00
RR 0.00	PR 0.00	
TOT PUB CHG 12.95	PUB+HANDLING	12.95

ATTN: Product Service



United States

New User | Log-In | Contact UPS | The UPS Store

My UPS Shipping **Tracking** Freight Locations Support UPS Solutions

Tracking Number [Log-In for additional tracking details.](#)

Tracking Detail

Rifle box

Like Print Help

1Z1148130300663156

Updated: 12/18/2013 8:48 A.M. Eastern Time

On Vehicle for Delivery Today

Scheduled Delivery Updated To:
Wednesday, 12/18/2013, By End of Day

Last Location:
Austin, TX, United States, Wednesday, 12/18/2013

Never track again! Get **FREE** alerts for all packages coming to your home. **Continue**

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Shipping Information

To:
CEDAR PARK, TX, US

Shipped By

UPS Ground



Additional Information

Shipped/Billed On: 12/09/2013
Type: Package
Weight: 1.60 lbs

Shipment Progress

[What's This?](#)

Location	Date	Local Time	Activity
Austin, TX, United States	12/18/2013	6:17 A.M.	Out For Delivery
	12/18/2013	5:17 A.M.	Arrival Scan
Mesquite, TX, United States	12/18/2013	3:04 A.M.	Departure Scan
Mesquite, TX, United States	12/17/2013	9:56 P.M.	Arrival Scan
Mesquite, TX, United States	12/12/2013	11:00 P.M.	Network disruption due to prior weather conditions, check ups.com for further updates.
East Syracuse, NY, United States	12/10/2013	3:30 A.M.	Departure Scan
East Syracuse, NY, United States	12/09/2013	9:48 P.M.	Origin Scan
United States	12/09/2013	3:09 P.M.	Order Processed: Ready for UPS

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