

Remington Arms Co., Inc.
Product Service
Legal Case #:8838

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
310406	5/9/2013	4/23/2013	5/10/2013	4/20/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jason	Pucilowski	4289 Private Rd 355	Abilene	TX	79601		C 325-260-1254 E 31elguapo@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Fired when chambering on bolt	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

4/22/13 Per voice message from Jason, we sent him an email (incid #130420-000054) telling him to call in about his 700 firing when chambering-on-bolt-without-pulling-the-trigger.cm 4/23/13 Spoke with Jason by phone. He would like to have the firearm checked. He did not have the serial number with him at the time. He is not the original owner.cm 5/14/13 Per note with rifle, he uses Hoppe's #9 to clean and RemOil to lube. Only cleaned it once over the years but have only shot it 5-8 times over 7-8 yrs with a round count of only @100 rds. Bought it used. Have had the gun for yrs.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	n/a	S6311780	BS3	1/1/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE,RINGS,TWO PIECE BASE,BIPOD	N			

CONCERN: FBC

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, can offer to replace TPA, clean, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

4/23/13 Mailing ARS.cm 5/14/13 Per Ilion, trigger assm dirty and sticky. Set screws altered. Can offer to replace TPA, clean, test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/10/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENANCE
	Description		24" 223 REM HB SS FL
	Date Code		BS3

Barrel	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; Not Functioning	BINDS
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		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY PARTS SLUGGISH
	Pull	---Select---	8 OZ.
	Altered	True	SET SCREWS ALTERED SEALANT MISSING
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE, RINGS, TWO PIECE BASE, BIPOD

8838

April 23, 2013

COPY

2Y11
BS3 1/4
1/2
802

Jason Pucilowski
4289 Private Rd 355
Abilene, TX 79601

Subject: Case #8838, Model 700, SR# 51358

Dear Mr. Pucilowski,

Please include a copy of this letter with the firearm as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** There is also a form that you can add notes regarding the incident. You won't need to fill in the top portion with contact information as I have all of that already on the Service Request. 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

RECEIVED
MAY 13 2013

BY:.....

enclosure

Serial
Number:

S6311780

Model: 700



RE00310406

T.A. dirty & sticky. set screws
alt. can often to rgn. TPA,
clean & test at 1/2 normal
cost.

G

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

ATTN: Prod Serv # 8838

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 SR00051358		Date of Request: 04/23/2013 Date Printed: 04/23/2013						
Customer: JASON PUCILOWSKI 4289 PRIVATE RD 355 ABILENE, TX 79601 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 # 8838								
Parts And Service Details								
Material	Type	Description	<table border="0" style="width: 100%;"> <tr> <td style="width: 15%;">Qty Needed</td> <td style="width: 15%;">Warranty</td> <td style="width: 15%;">Price</td> <td style="width: 15%;">Disc</td> <td style="width: 15%;">Amount</td> </tr> </table>	Qty Needed	Warranty	Price	Disc	Amount
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				

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <input type="text"/>	Serial Number: <input type="text" value="S6311784"/>
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <input type="text"/>	Date of Purchase: <input type="text"/>
Address (no PO Boxes): <input type="text"/>	
City: <input type="text"/>	State: <input type="text"/> Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>	Fax: <input type="text"/>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>	
Additional contact info: <input type="text"/>	
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 5px; min-height: 100px;"><p>On @ 4-21-13, while at the range, when chambering a round, the gun went off and fired down range. The gun was put on safety and the chambered again. Once taken off safety (with out pulling the trigger) the gun then fired again.</p></div> <div>500 characters left</div>	
Ammunition Information:	
Manufacturer: <input type="text"/>	Type: <input type="text"/>
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>	
Handload Information:	
Powder Used: <input type="text"/>	Powder Weight: <input type="text"/>
Case/Hull Used: <input type="text"/>	Primer Used: <input type="text"/>
Bullet Type/Shot Size: <input type="text"/>	Reloader Used: <input type="text"/>
What were the weather conditions when you had a problem?	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's #9
How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	Remington Oil
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
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 reputable repairman/gunsmith?	
What were the services performed?	
<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.</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>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

* Have had the gun for years, but have only shot a handful of times. Maybe have only cleaned it once over the years - but have only shot it 5-8 times over 7-8 yrs w/ a round count of only @ 100 rds. Bought it used.

ARS LABEL REQUEST FORM

DATE: 04/23/2013	Service Request # SR00051358
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellics	email address: Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

JASON PUCILOWSKI
4289 PRIVATE RD 355
ABILENE, TX 79601 US
SR00051358

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 APR 23, 2013 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066337936
REF 1: SR00051358
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SYC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 13.03	PUB+HANDLING	13.03

ATTN: Prod Serv #









