

## BARBER - Kinzer PPS GAL RE 0011303

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4833

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209308	11/4/2010	10/25/2010	11/5/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Donald E.	Lenig	1736 Niblick Ave.	Lancaster	PA	17602		H 717-394-9036

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006	Altered Adjustments or Components		
C	FSR about 20 years ago	Concern:1007 Fired on Safe Release	Unknown	

10/22/10: Customer called into call center. Eric A. sent me an email. Customer stated he had FSR about 20 years ago & wants gun looked at. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6765432	WY	8/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY OLYPHANT PA		Y			

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
Per Ilion - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.23	11/10/2010				

10/25/10: Sending ARS, letter, & form. df 11/10/10: I spoke w/customer. He does not agree w/quote but asked me to mail it to him. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/5/2010
	Product Type		RF
	Action Type		A

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4833&Type=Case>

11/10/2010

## BARBER - Kinzer PPS GAL RE 0011304

	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG
	Date Code		WY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED DIRTY/STICKY
	Sub-Assembly	M/700 Bolt Lock	

**QUOTATION****BARBER - Kinzer PPS GAL RE 0011305**

Parts/Repairs 800-243-9700  
 Fax 336-548-7801

Remington Arms Company, Inc.  
 870 Remington Dr. P.O. Box 700  
 Madison, NC 27025-0700  
 www.remington.com info@remington.com

**ESTIMATING****REPORT****[Copy]****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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

<b>Repair Order Number</b> RE00209308 <b>Account # - R-</b>	<b>Description/Serial Number</b> 6765432	<b>Date Received -</b> 11/4/2010 <b>Estimate Date -</b> 11/5/2010 <b>Current Date -</b> 11/10/2010
<b>Customer</b> DONALD E LENIG 1736 NIBLICK AVE  LANCASTER, PA 17602 US		<b>Return To</b> DONALD E LENIG 1736 NIBLICK AVE  LANCASTER, PA 17602 US
<b>Phone (H)</b> (717)-394-9036 <b>Phone (W)</b>		<b>Fax</b> <b>Email</b>

Please Circle One  
 VISA MC AMEX DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
 PO Number \_\_\_\_\_  
 Daytime Phone (\_\_\_\_) \_\_\_\_\_ Time To Call \_\_\_\_\_ Open Acct. R \_\_\_\_\_  
 Approval: Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box  
 Notice: We process checks electronically through Check 21

<u>Reported</u>		<u>Problems Found</u>	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

**Technician's Comments**

ProblemNotes will follow down.trigger assm is very dirty and set screws altered.check over,replace trigger plate assm,clean and test fire under bolt lock program for \$20.00

Estimate \*\*C.O.D. /Shipping and Handling Charges are NOT Included in this Quote

<u>Material #</u>	<u>Material Description</u>	<u>Qty</u>	<u>Warranty Y/N</u>	<u>Price/ Unit</u>	<u>Discount Percent</u>	<u>Extended Amt</u>
<b>Part</b>						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
<b>Service</b>						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
<b>Sub Total:</b>						<b>\$37.00</b>
<b>Est. Sales Tax:</b>						<b>\$2.22</b>
<b>Grand Total:</b>						<b>\$39.22</b>

**BARBER - Kinzer PPS GAL RE 0011305**

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00209308** Serial: 6765432, Model 700, Center Fire, Caliber 7 Reparmen: Bruce Travis  
 Verify Repair: MM REM MAG SKU: 26923 Status: ApproveHold 11/5/2010 11:51:52 AM

**ADDRESS INFORMATION**

Customer: ☐ Received from Return To ☐ Received from

Name: **DONALD E LENIG** **DONALD E LENIG**

Address 1: **1736 NIBLUCK AVE** **1736 NIBLUCK AVE**

Address 2:  PO Box:   PO Box:

City: **LANCASTER** **LANCASTER**

State: **PA** Zip Code: **17602** Country: **US** **PA** Zip Code: **17602** Country: **US**

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/5/2010 9:1...	Maint	Travisbw	Repair Maintenance		Status: F
11/5/2010 11:...	Estimate	Travisbw	Estimate Update		Status: A
11/5/2010 11:...	ApprovaH...	System	Immediate SAP Allocation		
11/5/2010 12:...	Expedite	pencil	From Repair Bench	To: Appr	
11/5/2010 3:3...	ApprovaH...	BatchJob	Quotation Control		

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC

Current Status: ApproveHold 11/5/2010 11:51:52 AM  
 Trevisbw  
 ApproveRack  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search Refresh Close

RECEIVED  
 NOV - 3 2010  
 BY: .....

**Remington®**

4833

24"  
WYB/74  
2.5"  
008

October 25, 2010

Donald E. Lenig  
1736 Niblick Ave.  
Lancaster, PA 17602  
Ph: 717-394-9036

Subject: # 4833

Dear Mr. Lenig,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. The letter inside is 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 boxes with the name "Supry".** Fred Supry will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,

*D. Fulcher*

D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

Serial Number: **6765432**

Model: **700**



**RE00209308**

will follow down. Trig. is very  
dirty + set screws altered.  
check over, replace TPA, clean +  
test fire under both lock program  
Low \$ 20.00

*Q note*

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)



## Factory Repair Form

Return to Previous Page

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

Model Number: <u>53644-700</u>	Serial Number: <u>6765432</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>DONALD E LENIG</u>	Date of Purchase: <u>UNKNOWN</u>
Address (no PO Boxes): <u>1736 NUBLICK AVE</u>	
City: <u>LANCASTER</u>	State: <u>PA</u> Zip: <u>17602</u>
Phone (Daytime): <u>1-717-394-9036</u>	Fax: _____
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) _____	
E-mail Address: _____ <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>GUN DISCHARGED WHEN SAFETY WAS PUSHED TO THE OFF POSITION WITHOUT PULLING TRIGGER</u> <u>DATE UNKNOWN</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>REMINGTON</u>	Type: <u>EXTENDED RANGE</u>
Other (i.e. bullet weight/type, shot size, powder): <u>165 GR.</u>	
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>3 IN ONE OIL</u>	
How often do you clean the bore? (Months or Number of rounds): <u>WHEN USED</u>	
How often do you clean the action? (Months or Number of rounds): <u>WHEN USED</u>	
How often do you clean the trigger assembly? (Months or Number of rounds): <u>WHEN USED</u>	
Brand of lubricant used: <u>3 IN ONE OIL</u>	
How often do you lubricate the bore? (Months or Number of rounds): <u>WHEN USED</u>	
How often do you lubricate the action? (Months or Number of rounds): <u>WHEN USED</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>WHEN USED</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/>
YES <input checked="" 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? <u>NONE</u>
Ship your INSURED firearm by either UPS or Parcel Post to:  Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<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> <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>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>

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4833  
**Fulcher, Dell Marie**

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**From:** Aliff, William  
**Sent:** Friday, October 22, 2010 4:52 PM  
**To:** Mitchell, Christy; Fulcher, Dell Marie  
**Subject:** 700 SN 6765432

Dell/ Christy

Just spoke to this fellow. Says he had a fire on safety release about 20 years ago and would like to have his gun looked at.

700 in 7mm mag  
SN 6765432

Donald E Lenig  
1736 Niblick Ave  
Lancaster, PA 17602

717-394-9036

Sincerely,  
**Eric Aliff** | Senior CSR  
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700  
Phone: 800.243.9700 x8723 | Fax: 336.548.7801

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Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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**Remington.**

www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	10/25/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <b>XXXXXX</b>	
DESCRIPTION: Ref# 4833 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Donald E. Lenig 1736 Niblick Ave. Lancaster, PA 17602 Ph: 717-394-9036
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 25, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 124XX5969067397012  
 REF 1: DONALD E LENIG/CD/DMF  
 REF 2: 4833/RIFLE

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	
AM 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 7.45		PUB+HANDLING 7.45	







