

Remington Arms Co., Inc.
Product Service
Legal Case #:4820

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209171	11/3/2010	10/22/2010	11/4/2010	10/22/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Stefanos	Tserkezis	8335 25th Ct.	Kenosha	WI	53143		C 262-960-4558 E steve.tserkezis@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

10/22/10: Customer called in. He has about 200 rds through his rifle. Today while gun was unloaded - he closed the bolt & heard the hammer drop. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25709	F6247666	BX	1/16/2003 12:44:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW	SCOPE BASE	Y			

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 - Quote to repair @ 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

10/22/10: Sending ARS, letter, form & box. Box order# 1151166. df 11/5/10: Per Fred S. - Will follow down. Trigger set screws altered, trigger return minimal. Check over, replace tpa, clean & test fire at 1/2 normal charges - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4006	Altered Adjustments or Components	WAS UNABLE TO CHECK SEAR LIFT DUE TO EXCESSIVE ADJUSTMENTS TO TPA
Barrel	Description		26" 308 WIN HB
	Date Code		BX
	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; Functioning	PAINTED
	Stock Condition	Slightly Worn; Functioning	PAINTED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	EXCESSIVE ADJ TO SCREWS
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	NO TRIGGER RETURN SOME RUST ON TRIG PIN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Non-Remington Components	Description	SCOPE BASES
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frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

frmREInquiry - Repair Inquiry

Repair Number: **RE00209171** Serial: F6247666 Model 700 Center Fire Caliber: 308 Repaman: Bruce Travis
WIN PSS Produced: 01/16/2003 SKU: 25709 Status: ApprovaHold 11/4/2010 2:40:35 PM

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☒ Received from
Name: STEFANOS TSERKEZIS STEFANOS TSERKEZIS
Address: 8335 25TH CT 8335 25TH CT
Address 2: PO Box: PO Box:
City: KENOSHA KENOSHA
State: WI Zip Code: 53143 Country: US WI Zip Code: 53143 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/4/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: F	
11/4/2010 2:4...	Estimate	Travisbw	Estimate Update	Status: A	
11/4/2010 2:4...	ApprovaH...	System	Immediate SAP Allocation		
11/4/2010 3:0...	Expedite	pencil	From: Repair Bench To: Appr		
11/4/2010 3:0...	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

ApprovaHold
11/4/2010 2:40:35 PM
Travisbw
ApprovaHock
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

Refresh

Close

supryfl - ILNProd

frmREInquiry

D1102R7XPIL

Wednesday, Nov 3 2010

1:25 PM

start | DMS - Desktop | frmRepairMain - ... | DMS - Global Se... | Microsoft... | BARBER - 2010 | Microsoft Off... | 3:27 PM

RECEIVED
NOV - 5 2010

BY:.....

Remington®26"
Bx1/03
2#

4820

October 22, 2010

Stefanos Tserkezis
8335 25th Ct.
Kenosha, WI 53143
Ph: 262-960-4558

Subject: # 4820

Dear Mr. Tserkezis,

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

will follow down
trap. set screws altered. tidig.
return minimal. check over,
replace TPA, clean & test fire
at 1/2 normal charges.

Quote

Number:

F6247666

Model: 700



RE00209171

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

BARBER - Kinzer PPS GAL RE 0012582

PS 14470



Factory Repair Form

Return to Previous Page

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

Model Number: <u>700 PSS</u>		Serial Number: <u>FG24 7666</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Stefanos Tserkezis</u>		Date of Purchase: <u>04/2003</u>	
Address (no PO Boxes): <u>8335 25th CT</u>			
City: <u>Kenosha</u>	State: <u>WI</u>	Zip: <u>53143</u>	
Phone (Daytime): <u>262 960 4558</u>		Fax: _____	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): <u>Steve.Tserkezis@gmail.com</u>			
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>The rifle Has less than 200 Rounds through it. I only shoot FGM 168 gr. I clean it every time I shot it per Manual's directions. EVERYTIME The Bolt closes the hammer drops. the hammer drops</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type: <u>Gold Medal Match</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>168 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>Hoppe's</u>			
How often do you clean the bore? (Months or Number of rounds): <u>After Shooting</u>			
How often do you clean the action? (Months or Number of rounds): <u>After Shooting</u>			
How often do you clean the trigger assembly? (Months or Number of rounds): _____			
Brand of lubricant used: <u>FD-7</u>			
How often do you lubricate the bore? (Months or Number of rounds): <u>After Shooting</u>			
How often do you lubricate the action? (Months or Number of rounds): <u>After Shoot</u>			

BARBER - Kinzer PPS GAL RE 0012584

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 Remington authorized repairman/gunsmith? <u>Never</u>
What were the services performed? <u>N/A</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. :: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: 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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Other Sites



Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxxx	
DESCRIPTION: Ref# 4820 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Stefanos Tserkezis 8335 25th Ct. Kenosha, WI 53143 Ph: 262-960-4558
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 22, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066706260
 REF 1: STEFANOS TSERKEZIS/CD/DMF
 REF 2: 4820/RIFLE

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
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 8.78 PUB+HANDLING 8.78