

Remington Arms Co., Inc.
 Product Service
 Legal Case #:4812

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210695	11/17/2010	10/21/2010	11/18/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Zlotek	39460 Hills Creek Rd	Springfield	OR	97478		H 541-726-2845 E zsteelheadslayer@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1028	Fired With Safe ON		
C	Fired with safety on			

10/21/10: Customer called in. He was shooting gun about 2 yrs ago & the gun went off with safety on. He put it in closet after that. No injury. No damage. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6339405	OI	7/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	Bought from brother		N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
		Remington/700/CF/BA				
Per Ilion - Quote to repair under BLM program	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.23	11/23/2010				

10/21/10: Sending ARS, letter, form & box. Box order# 1150913. dmf 11/23/10: Per Fred S. - Could not duplicate concern. TA dirty & rusty. Can offer to replace TA, clean & test fire under BLM program - Quote. df 11/23/10 @ 8:37am ET - I scanned the quote & emailed it to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/18/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		OI
	Bore Plugged	False	
	Bulged	False	

BARBER - Kinzer PPS GAL RE 0012923

	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	SOME RUSTING ON BBL
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

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

BARBER - Kinzer PPS GAL RE 0012924 870 Remington Dr. P.O. Box 700
 Madison, NC 27025-0700
 www.remington.com info@remington.com

~~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.

Repair Order Number RE00210695 Account # - R-	Description/Serial Number A6339405	Date Received - 11/17/2010 Estimate Date - 11/18/2010 Current Date - 11/23/2010
Customer PAUL ZLOTEK 39460 HILLS CREEK ROAD SPRINGFIELD, OR 97478 US	Return To PAUL ZLOTEK 39460 HILLS CREEK ROAD SPRINGFIELD, OR 97478 US	
Phone (H) (541)-726-2845 Phone (W)	Fax	Email zsteelheadslayer@yahoo.com

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

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments
 ProblemNotes could not duplicate concern.trigger assm dirty and rusty.can offer to replace trigger plate assm,clean and test fire under bolt lock program for \$20.00 + shipping.

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

Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
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
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

Fulcher, Dell Marie

From: postmaster@remington.com
To: zsteelheadslayer@yahoo.com
Sent: Tuesday, November 23, 2010 8:42 AM
Subject: Relayed: Message relayed (zsteelheadslayer@yahoo.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

zsteelheadslayer@yahoo.com

Subject:

4812

COPY

22"
017/74
6A
1010

October 21, 2010

Paul Zlotek
39460 Hills Creek Rd
Springfield, OR 97478
Ph: 541-726-2845

Subject: # 4812

Dear Mr. Zlotek,

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

could not duplicate concern.
TRIG. ASSM. dirty & rusty. CAN
often to replace TPA, clean &
TEST fire under bolt & LOCK
PROGRAM Rev \$ 20.00 + ship

Ref. # 181
Number

A6339405

Model: **700**



RE00210695



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</u>		Serial Number: <u>A6339405</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>PAUL Zlotek</u>		Date of Purchase: <u>6-19-95</u>	
Address (no PO Boxes): <u>37460 Hills Creek Rd</u>			
City: <u>Springfield</u>		State: <u>OK</u>	Zip: <u>77478</u>
Phone (Daytime): <u>341-726-2845</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>ZSTEELHEADS@YALKA.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>Loaded the gun with 3 shells in the chamber and touch the safety without touching the trigger and it went off. lucky nobody got hurt. But it ruin my Day of Hunting</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>180</u>	
Other (i.e. bullet weight/type, shot size, powder): _____			
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>Remington</u>			
How often do you clean the bore? (Months or Number of rounds): <u>Every time I shoot it 4 times a year</u>			
How often do you clean the action? (Months or Number of rounds): <u>Some</u>			
How often do you clean the trigger assembly? (Months or Number of rounds): <u>NEVER</u>			
Brand of lubricant used: <u>Remington</u>			
How often do you lubricate the bore? (Months or Number of rounds): <u>3 to 4 times a year</u>			
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 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?) _____
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
Ⓢ 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. :: 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. Charge repairs will be processed using the following guidelines: :: 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) :: 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.





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/21/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL	I WILL MAIL	xxxxxxx	
DESCRIPTION:	Ref# 4812 Rifle		

LABEL INFORMATION

MAIL LABEL TO: Paul Zlotek 39460 Hills Creek Rd Springfield, OR 97478 Ph: 541-726-2845
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 21, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065796568
 REF 1: PAUL ZLOTEK/CD/DMF
 REF 2: 4812/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 11.79	PUB+HANDLING	11.79











