

Remington Arms Co., Inc.
Product Service
Legal Case #:4947

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210784	11/18/2010	11/3/2010	11/19/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kenneth	Klem	38 Westwood Ave.	Deer Park	KY	11729		H 631-242-2809 E hal.nine@verizon.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained Discharge			

11/3/10: Danny S. brought over a letter from the customer. Customer stated that He has had unexplained discharges from his rifle. He is concerned it will happen again. He stated that he has had the gun a long time & bought it new. Wanted to know what to do & if we had any recalls. He did not include the serial number of the rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6288528	RS	11/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	Y			

CONCERN:DISCHARGES AT RANDOM

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						

Repair/Replacement Cost Repair/Replacement Date

11/3/10: Sending ARS, letter, form. df 11/29/10: Per Ilion - Could not duplicate concern. TA functioning as designed. Check over, clean & test fire - Quote. df 11/29/10: Left msg for cust. to call me. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/19/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		RS
	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	
	Stock Condition	Slightly Worn; Functioning	
	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---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	N/S TPA HAD BEEN CHANGED 12/96
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

QUOTATION

Remington Arms Company, Inc.

**ESTIMATING
REPORT**

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

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 RE00210784	Description/Serial Number 6288528	Date Received - 11/18/2010
Account # - R-		Estimate Date - 11/22/2010
		Current Date - 11/29/2010
Customer KENNETH KLEM 38 WESTWOOD AVE. DEER PARK. NY 11729 US		Return To KENNETH KLEM 38 WESTWOOD AVE. DEER PARK. NY 11729 US
Phone (H) (631)-242-2809		Fax
Phone (W)		Email HAL.NINE@VERIZION.NET

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 is functioning as designed.check over completely, clean and test fire.

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
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	N	\$23.00	50%	\$11.50
Sub Total:						\$48.50
Est. Sales Tax:						\$3.40
Grand Total:						\$51.90

frmREInquiry - Repair Inquiry

Repair Number: **RE00210784** Serial: 6289528 Model 700 Center Fire Caliber: 3006 Repairman:
 Verify Repair SPRG Status: Repairing 11/19/2010 3:08:47 PM

ADDRESS INFORMATION

Customer Received from **Return To** Received from

Name: **KENNETH KLEM** **KENNETH KLEM**

Address 1: **38 WESTWOOD AVE.** **38 WESTWOOD AVE.**

Address 2: PO Box PO Box

City: **DEER PARK** **DEER PARK**

State: **NY** Zip Code: **11729** Country: **US** **NY** Zip Code: **11729** Country: **US**

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
11/18/2010 7...	New	lopataff	Repair Added		<input type="checkbox"/> Shipping Hold	Repairing
11/18/2010 12...	EmailSent	ArmEmail	Repair Received	HALNINE@	<input type="checkbox"/> Interface Hold	11/19/2010 3:08:47 PM
11/18/2010 12...	EmailVerified	ArmEmail	Receipt	HALNINE@	<input type="checkbox"/> Estimate Sent	lopataff
11/19/2010 3...	Maint	Travisbw	Repair Maintenance	Status: Repd	<input type="checkbox"/> Parts Received	Repair Bench
					<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return as Received	ILN
					<input type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
					<input type="checkbox"/> Exclude TATC	Transfer Number

Repair Search Refresh Close

RECEIVED
 NOV 20 2010

BY:.....

4947

[COPY]

22"
RS 11/6
6#
1015

November 3, 2010

Kenneth Klem
38 Westwood Ave.
Deer Park, KY 11729
Ph: 631-242-2809

Ref: # 4947

Dear Mr. Klem,

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

enclosure

Serial Number:
6288528

Model: 700



RE00210784

could not duplicate concern.
TRIG ASSM. Functioning as designed.
check over, clean + TEST FIRE

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

Model Number: 700		Serial Number: 6288528	
Name: Kenneth A Klem		Date of Purchase: 1990	
Address (no PO Boxes): 38 Westwood Ave			
City: Beer Park		State: NY	Zip: 11729
Phone (Daytime): 631-242-2806		Fax:	
E-mail Address: hal.nine@verizon.net			
Please describe your problem: Rifle will discharge at random			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> 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. :: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

KENNETH A. KLEM

38 Westwood Ave.
Deer Park, NY 11729

November 12, 2010

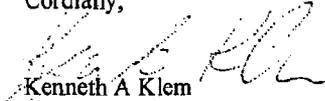
Remington Arms
14 Hoefler Ave
Ilion, NY 13357

Enclosed please find my Remington 700. Reason for service is random discharge of round. This has occurred several times. I do not use the rifle but would like too, once this safety isscue is resolved.

The gun was purchased brand new from Leslie Edelman many years ago. I hope that it can be fixed, and restore my confidance in not only the gun but also Remington Arms.

My reach information is as follows:
Home phone 631 242 2809
E-mail hal.nine@verizon.net

Cordially;



Kenneth A Klem

PS The gun has NEVER been modified.
PPS I left the scope on the rifle...

4947

KENNETH A. KLEM

38 Westwood Ave.
Deer Park, NY 11729

October 31, 2010

Remington Arms
870 Remington Drive
PO Box 700
Madison, NC 27025-0700

Customer Service;

Well hunting season is here again, and I can't use my model 700 30-06. You may ask yourself why? I am Concerned again that it will miss fire by itself AGAIN.

I have had the gun forever or there about. On more than one occasion it has discharged by itself. At one time I sent it into Remington and was told it was okay. It was suggested that the trigger may have been modified. This cannot be the case as I purchased the rifle NEW and have NEVER tried to modify the gun.

Now I see there have been other cases and problem with improper discharged. I'd like to know what to do and if there have been any recalls.

Cordially;



Kenneth Klem

Phone 631 242 2809; ha.nine@verizon.net

Received Date: NOV 01 2010

CSR: Danny

Response Date: 11/3/10

Response/File: Product Service Dept.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/3/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 4947 Rifle		

LABEL INFORMATION

MAIL LABEL TO: Kenneth Klem 38 Westwood Ave. Deer Park, KY 11729 Ph: 631-242-2809
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 3, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067113649
REF 1: KENNETH KLEM/CD/DMF
REF 2: 4947/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 7.45 PUB+HANDLING 7.45



