

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 |
|-----------------------------|-------------|-------------|
|-----------------------------|-------------|-------------|

frmREInquiry - Repair Inquiry

Repair Number: **RE00209171** Serial: F6247666 Model 700 Center Fire Caliber: 308
 WIN PSS Produced: 01/16/2003 SKU: 25709 Repairman: Bruce Travis
 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
 ApprovaHold
 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...

ARM-EEV 2010

2 Microsoft Off...

3:27 PM

RECEIVED
 NOV - 5 2010

BY:.....

Remington®

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

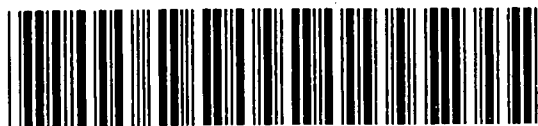
will follow down
TRIP. Set screws altered. T219.
return minimal. check over,
replace TPA, clean & test fire
at 1/2 normal charges.

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



Factory Repair Form

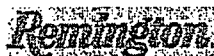
Return to Previous Page

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

| | |
|---|------------------------------------|
| Model Number: <u>700 PSS</u> | Serial Number: <u>F624 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> | |

| |
|---|
| 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: <div style="text-align: center;"> Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 </div> |
| <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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Other Sites





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 | | SVC T/P USD | |
| SINGLE-PIECE PUB RATE CHRG: | | RS | 0.50 |
| DV 0.00 | COD 0.00 | SD | 0.00 |
| DC 0.00 | DGD 0.00 | SP | 0.00 |
| AH 0.00 | PR 0.00 | PUB+HANDLING 8.78 | |
| TOT PUB CHG 8.78 | | | |