

Remington Arms Co., Inc.

Product Service

Legal Case #:4805

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 209164 | 11/3/2010 | 10/20/2010 | 11/4/2010 | 10/20/2010 | | | X |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|------------------------|----------|-------|-------|-----|---|
| Incident | | Laszlo | Lengyel | 281 Cricklewood Circle | Lansdale | PA | 19446 | | C 215-896-4534 E ljlengyel@yahoo.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--------------|-----------------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4015 | Improper Maintenance | Unknown | |
| S | Concern:1007 | Fired on Safe Release | | |
| C | FSR | | | |

10/20/10 @ 11:59am - I spoke w/customer. He stated that his rifle fired when he moved the safety from safe to fire this morning. Rifle was pointed in the air. Safety is now stuck and will not move. dmf

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|---------------|----------------|----------|------|---------------------|
| Remington | CF/BA | 710/3006 SPRG | 27410 | 71155221 | LY | 2/1/2004 7:44:56 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | Cabela's | SCOPE BASE | Y | | | |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/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 |
|-------------------------|-------------------------|
| | |

10/20/10: Sending ARS & letter by email. Sending box. Order# 1150401. dmf 11/5/10: Per Fred S. - Trigger assemb is contaminated with a partially dried & sticky substance. Residue causing parts to work sluggish. Replace tpa, clean & test fire @ 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 | 4015 | Improper Maintenance | WILL FOLLOW DOWN |
| Barrel | Description | | 22" 30-06 SPR |
| | Date Code | | LY |
| | 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--- | |
| Magazine | Condition | ---Select--- | |
| | Box Condition | Missing | |
| 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/710 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Scar | Lift | ---Select--- | N/A |
| | Notch | Slightly Worn; Functioning | |
| | | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | DRIED AND STICKY LUBE RESIDUE.PARTS WORK SLUGGISH |
| | Pull | ---Select--- | 5# |

| | |
|--------------|-----------------|
| Altered | False |
| Sub-Assembly | Other Remington |

frmREInquiry - Repair Inquiry

Repair Number: **RE00209164** Serial: 71155221 Model: 710 Carter Fire Cabler: 30
 OS W/SCOPE Produced: 02/01/2004 SKU: 27410 Repairman: Bruce Travis
 Status: ApprovalHold 11/4/2010 1:45:27 PM

Verify Repair

ADDRESS INFORMATION

Customer: Received from Return To: Received from

Name: **LASZLO LENGYEL** Address 1: **281 CRICLEWOOD CIRCLE** Address 2: **PO Box:** City: **LANSDALE** State: **PA** Zip Code: **19446** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date | Code | User ID | Desc1 | Desc2 | Shipping Hold | Interface Hold | Estimate Sent | Parts Received | Passed Inspection | Return as Received | Has Been Approved | Internal Repair | Exclude TATC | Current Status |
|------------------|--------------|-----------|--------------------------|--------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------|
| 11/3/2010 10:... | New | schultscm | Repair Added | | <input type="checkbox"/> | ApprovalHold |
| 11/3/2010 10:... | Expedite | schultscm | From: Check In | To: | <input type="checkbox"/> | 11/4/2010 1:45:27 PM |
| 11/4/2010 11:... | Maint | Travisbw | Repair Maintenance | Status: Rep | <input type="checkbox"/> | Travisbw |
| 11/4/2010 1:4... | Estimate | Travisbw | Estimate Update | Status: Appr | <input type="checkbox"/> | Repair Bench |
| 11/4/2010 1:4... | ApprovalH... | System | Immediate SAP Allocation | | <input type="checkbox"/> | Repair Location |

Repair Search Refresh Close

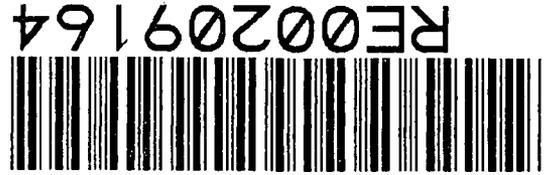


RECEIVED
 NOV - 5 2010
 BY:.....

UPS Electronic Return Label: View/Print Label

1. Ensure that there are no other tracking labels attached to your package.
2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label. Take care not to cover any seams or closures.
3. Drop-off
 - o Take this package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS ReturnsSM Services(including via UPS Ground) are accepted at Drop Boxes, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop Off. [Drop Off Locator](#)
 - o Daily Pick up customers: Have your shipment(s) ready for the driver as usual.

*TR9. ASSM. is contaminated with
 a partially dried & sticky lubricant
 residue causing parts to walk
 slippery. Request a clean & fast
 line at 1/2 normal charges.
 Quote*



Model: 710
 71155221
 Number: 710

FOLD HERE

| | | |
|---|---------------------------|---|
| <p>10 LBS RS LASZLO LENGVEL 2158964534 281 CRICKLEWOOD CIRCLE LANSDALE PA 19446</p> <p>SHIP TO: ATTN: FRED SUPRY/PRODUCT SERVICE REMINGTON ARMS CO., INC. 14 HOEFLER AVE. ILLION NY 13357</p> <p><i>CS 11.2.10</i></p> | <p>NY 135 0-01</p> | <p>UPS GROUND</p> <p>TRACKING #: 1Z 4XX 596 90 6728 1502</p> |
| <p>DESC: FIREARMS RETURN SERVICE</p> <p>Reference No. 1: LASZLO LENGVEL/CD/DMF Reference No. 2: REF# 4605/FIRE <small>REF 10.07.28 W302E70 09.0A.10/2010</small></p> | | |

*TS
 10/2/17*

4805

Remington®

2:00pm ET 10/20/10

Emailed my letter & factory
form to customer. AFS
label will be emailed
separately by Cathy Dodson.

DF

October 20, 2010

Laszlo Lengyel
281 Cricklewood Circle
Lansdale, PA 19446
Ph: 215-896-4534
Email: ljlengyel@yahoo.com

Subject: # 4805

Dear Mr. Lengyel,

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination is being sent in a separate email.

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,



Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

df
enclosure

COPY

October 20, 2010

Laszlo Lengyel
281 Cricklewood Circle
Lansdale, PA 19446
Ph: 215-896-4534
Email: ljlengyel@yahoo.com

Subject: # 4805

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Sincerely,

Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

df
enclosure

Print

Reset

| | | | |
|---|--|--------------------------|-------------|
| Model | | Serial | |
| Number: | | Number: | |
| Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: | | Date of Purchase: | |
| Address (no PO Boxes): | | | |
| City: | | State: | Zip: |
| Phone | | Fax: | |
| (Daytime): | | | |
| 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: | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: | | Type: | |
| 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: |
| How often do you clean the bore? (Months or Number of rounds) |
| How often do you clean the action? (Months or Number of rounds) |
| How often do you clean the trigger assembly? (Months or Number of rounds) |
| Brand of lubricant used: |
| How often do you lubricate the bore? (Months or Number of rounds) |
| 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 type="checkbox"/> NO |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) |
| 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 |
| <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. :: 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.

E-Mail

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|-------------------------|--------------------|---------------------|--------|
| DATE: | 10/20/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 lbs |
| PLEASE CHECK ONE | | | |
| MEDIA | | | |
| COORDINATOR XXXXX | | | |
| TO MAIL | | | |
| DESCRIPTION: | Ref# 4805 Rifle | | |

LABEL INFORMATION

| | |
|--|-----------------------------|
| MAIL LABEL TO: Laszlo Lengyel 281 Cricklewood Circle Lansdale, PA 19446 Ph: 215-896-4534 Email: <u>ljlengyel@yahoo.com</u> | <i>E-Mail</i> Yes |
| RETURN ITEM TO Remington Arms Attn: Product Service/Supry Ilion, NY <u>Please email ARS label to customer</u> | |

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

4XX596 OCT 20, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5960067281502
 REF 1: LASZLO LENGYEL/CD/DMF
 REF 2: REF# 4805/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 1.00
 AH 0.00 PR 0.00 SD 0.00
 107 PUB CHG 7.55 PUB+HANDLING 7.95

ljlengyel@yahoo.com

cd

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.remington.com

11/5/10

Emailed quote to customer. Dell

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. PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIM 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE PAID

| | | | |
|------------------------------------|---|--|---|
| Repair Number RE00209164 | Serial Number / Description 71155221 Model 710 Center Fire Caliber: 30 -06 W/SCOPE | Customer: LASZLO LENGYEL 281 CRICLEWOOD CIRCLE LANSDALE, PA 19446 US | Return To: LASZLO LENGYEL 281 CRICLEWOOD CIRCLE LANSDALE, PA 19446 US |
|------------------------------------|---|--|---|

Please Circle One:
 VISA MC DISCOVER Card No. _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

If you desire any change, please use the reverse side for your comments and mark this box.

| Reported | Problems Found |
|--|--|
| M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION | M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION |

Technician Comments
 trigger assm is contaminated with a partially dried and sticky lubrication residue causing parts to work sluggish. replace trigger plate assm. clean and test fire at 1/2 normal charges.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

| Material | Type | Description | Qty Needed | Warranty | Qty From Inv | Price | Disc | Amount |
|----------|---------|-------------------------------------|------------|----------|--------------|-------|------|--------|
| F301265 | Part | 710 REC. INSERT ASSB. COMPLETE | 1 | Billable | 1 | 58.00 | 50 | 29.00 |
| 4000114 | Service | GR-SHIPPING & HANDLING (GUN REPAIR) | 1 | Billable | 1 | 17.00 | 0 | 17.00 |
| 4000119 | Service | GR-TEST | 1 | Billable | 1 | 23.00 | 50 | 11.50 |

Sub Total: 57.50
 Est Sales Tax: 3.45

Grand Total \$ 60.95

Fulcher, Dell Marie

From: Laszlo Lengyel [ljlengyel@yahoo.com]
Sent: Thursday, November 11, 2010 3:30 PM
To: Fulcher, Dell Marie
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164

Sorry, yes \$60.95

--- On **Thu, 11/11/10, Fulcher, Dell Marie** <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164
To: "Laszlo Lengyel" <ljlengyel@yahoo.com>
Date: Thursday, November 11, 2010, 9:05 AM

The quote is for \$60.95. May I get approval for that?

Thank you,

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Fax: 336.548.7872
Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota
Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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From: Laszlo Lengyel [mailto:ljlengyel@yahoo.com]
Sent: Thursday, November 11, 2010 8:32 AM
To: Fulcher, Dell Marie
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164

I approve the repairs quoted for ref#4805/RE00209164 not to exceed \$60.94.

American Express

15007

REDACTED

Laszlo J Lengyel

--- On **Wed, 11/10/10**, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164
To: "Laszlo Lengyel" <ljlengyel@yahoo.com>
Date: Wednesday, November 10, 2010, 9:14 AM

You can mail the quote in with check, money order, or credit/debit card number.

You can also send me an email with your approval & card number and I can get the repair started that way.

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Fax: 336.548.7872
Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota
Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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From: Laszlo Lengyel [<mailto:ljlengyel@yahoo.com>]
Sent: Wednesday, November 10, 2010 9:07 AM
To: Fulcher, Dell Marie
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164

how do I make payment?

--- On **Mon, 11/8/10**, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164
To: "Laszlo Lengyel" <ljlengyel@yahoo.com>
Date: Monday, November 8, 2010, 9:51 AM

The issue was addressed & the findings are stated on the quotation.

Product Service found the trigger assembly is contaminated with a partially dried and sticky lubrication residue causing the parts to work sluggish.

On the Model 710, the whole Receiver Insert Assembly has to be replaced.

They are offering to do the repair at 50% off.

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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From: Laszlo Lengyel [mailto:ljlengyel@yahoo.com]
Sent: Saturday, November 06, 2010 4:50 PM
To: Fulcher, Dell Marie
Subject: Re: Laszlo Lengyel - Ref# 4805/RE00209164

Dell Fulcher

I sent this rifle in because it fired after the safety was moved from safe to on. Per your estimate, none of this was addressed, the tech merely cleaned the assembly and replaced the trigger plate, then wants to charge me \$60.00. What about the non intentional discharge of the rifle? Please advise.

Laszlo

--- On Fri, 11/5/10, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>
Subject: Laszlo Lengyel - Ref# 4805/RE00209164
To: "ljlengyel@yahoo.com" <ljlengyel@yahoo.com>

Date: Friday, November 5, 2010, 5:58 PM

Please see attachment.

If you do not receive the attachment, please let me know and I will send it again or mail it.

Thank you,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin |
H&R | Dakota Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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