

Remington Arms Co., Inc.

Product Service

Legal Case #:4982

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212224	12/3/2010	11/4/2010	12/6/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Craig	Janicki	4402 Angie Dr	Tucker	GA	30084		H 770-934-3443

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

11/4/10 Per call from Janicki, he has had his 700 fire on safety release. He has not altered it and bought it new.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27389	G6898999	DD	9/14/2009 8:12:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC	SCOPE BASE	Y			

CONCERN:FSR

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, replace trig assm, clean at no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	67.52	12/10/2010				

11/4/10 Mailing ARS.cm 12/10/10 Per Ilion, could not duplicate concern. To restore confidence in rifle will check over, clean and replace trigger assm at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 RUM
	Date Code		DD
	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 XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE BASE

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00212224** Serial: G6898999 Model 700 Center Fire Caliber 300 REM ULTRA MAG Produced 03/14/2009 SKU 27389 Repairman: Status: Repairing 12/6/2010 1:52:28 PM

Verify Repair

**ADDRESS INFORMATION**

**Customer** ☒ Received from **Return To** ☒ Received from

Name: CRAIG JANICKI CRAIG JANICKI

Address 1: 4402 ANGIE DR. 4402 ANGIE DR.

Address 2: PO Box PO Box

City: TUCKER TUCKER

State: GA Zip Code: 30084 Country: US GA Zip Code: 30084 Country: US

FEL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/2/2010 8:5	New	lopataff	Repair Added	
12/2/2010 8:5	Expedite	lopataff	From: Check In	To:
12/6/2010 1:5	Maint	Travisbw	Repair Maintenance	Status: Repa

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

**Current Status**

Repairing 12/6/2010 1:52:28 PM

Repair Bench lopataff

Repair Location ILN

Current Location ILN

Transfer Number

Repair Search Refresh Close

Craig ok w/ repair / test  
Already repairing n/c

827  
25.52  
15.  
67.52

4982

20"  
DD 9/6"  
4.5"  
0.11

November 4, 2010

Craig Janicki  
4402 Angie Dr  
Tucker, GA 30084

Subject: #4982, Model 700

Dear Mr. Janicki,

Per our phone conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

enclosure

Serial Number:

G6898999

Model: 700



RE00212224

could not duplicate concern.  
To restore confidence in rifle  
will check over, clean & replace  
TPA AT N/C

Warranty

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

Model Number:	700 SPS	Serial Number:	G6898999
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	Craig Sanick	Date of Purchase:	3
Address (no PO Boxes): 4402 Angie Dr.			
City:	Tucker	State:	GA
		Zip:	30084
Phone (Daytime):	404-771-7629	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Cjanicki1@hotmail.com			
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: Weapon fires when the safety is moved from "Safe" to "Fire" without touching the trigger. Problem only occurs in cold weather. the cutoff is 50°F or so. Will not exhibit problem at room temperature.			
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:	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE</b> MEDIA COORDINATOR TO MAIL		xxxxx I WILL MAIL	
DESCRIPTION:  Model 700			

## LABEL INFORMATION

MAIL LABEL TO:	Craig Janicki 4402 Angie Dr Tucker, GA 30084
RETURN ITEM TO: Rem Product Service	

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

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING 124XX5969066459211  
REF 1 CRAIG JANICKI/CD/CM  
REF 2:700

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DY 0.00 CDD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 0.50  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG W 74 PUB+HANDLING SP 0.00  
8.74







