

Remington Arms Co., Inc.
Product Service
Legal Case #:5551

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221089	1/28/2011	1/5/2011	1/31/2011	11/30/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Horonzy	519 Melita Rd.	Sterling	MI	48659		H 989-654-2218 E northernantler@hughes.net

Incident Information

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

1/5/11: Customer called in. He stated that back in Nov. he took gun hunting & had a FSR. No damage, No injury. He stated that he saw some articles about our rifles recently & wants his to come in. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6765046	KV	5/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	JA BIEWER MARYSVILLE MI	TWO PIECE BASE	N			

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 - Quote to repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$31.40	2/15/2011

1/5/11: Sending ARS, ltr, form. df 2/15/11: Per Ilion - Could not duplicate concern. TA dirty & sticky. Replace TA, clean & test fire under BLM program - quote. I left msg for cust. to call. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG PORTED
	Date Code		KV
	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	FLOOR PLATE LATCH SPR MISSING
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	3#
	Altered	True	APPEARS SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

24"
KVS/7"
3#
.009

5551

January 5, 2011

Tim Horonzy
519 Melita Rd.
Sterling, MI 48659
Ph: 989-654-2218

Ref: #5551

Dear Mr. Horonzy,

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 box with "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,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

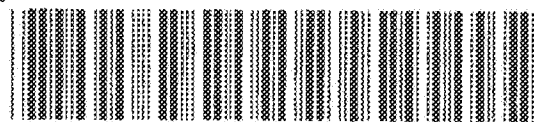
could not duplicate concern.
T.A. dirty + sticky. Replace
TOP, clean & Test fire under
BLP Cor \$ 20.00 + ship.

Quote

REPLACE Latch spr missing

A6765046

Model: 700



RE00221089

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

RECEIVED
FEB 03 2011

BY:

PS 17637

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>A6765046</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>TIM HORONZY</u>		Date of Purchase: <u>NOV-2001</u>	
Address (no PO Boxes): <u>519 MELITA ROAD</u>			
City: <u>STERLING</u>	State: <u>MD</u>	Zip: <u>48659</u>	
Phone (Daytime): <u>989-654-2218</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>NORTHERNANTLER@HUGHES.NET</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>WHEN I TOOK THE SAFETY OFF</u> <u>THE GUN WENT OFF.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	Hoppies #9
How often do you clean the bore? (Months or Number of rounds)	WHenever I shoot
How often do you clean the action? (Months or Number of rounds)	WHenever I shoot
How often do you clean the trigger assembly? (Months or Number of rounds)	I wipe the assembly down with Break Free after cleaning gun
Brand of lubricant used:	Break Free / Hoppies
How often do you lubricate the bore? (Months or Number of rounds)	After cleaning
How often do you lubricate the action? (Months or Number of rounds)	After cleaning
How often do you lubricate the trigger assembly? (Months or Number of rounds)	I wipe the assembly down with Break Free after cleaning
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	> ☐ YES ☒ 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 Hoeffler 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:	1/5/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: Ref # 5551 rifle			

LABEL INFORMATION

MAIL LABEL TO: Tim Horonzy 519 Melita Rd. Sterling, MI 48659 Ph: 989-654-2218
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX598 JAN 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.8 LBS
TRACKING# 1Z4XX598066505578
REF 1: TIM HORONZY/CD/DMF
REF 2: 5551/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
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.24 PUB+HANDLING 8.24

