

Remington Arms Co., Inc.

Product Service

Legal Case #:5225

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218840	1/13/2011	11/29/2010	1/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bob	Szulczewski	117 Kimball Ave.	Golden	CO	80401		H 303-271-9790 W 303-525-5767 E brenovator@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

11/29/10: Customer called in. He stated that his rifle fired on bolt closing. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26010	S6492894	KY	5/7/2004 10:19:27 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		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						

Repair/Replacement Cost	Repair/Replacement Date

11/29/10: Sending ARS, ltr, form. df 1/21/11: Per Ilion - Could not duplicate concern. TA & action dirty & has sand in action. Can offer to replace TA, clean & test fire @ 1/2 normal cost. Customer provided written approval & credit card number. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		26" 300 RUM SS FL, DRILLED FOR BRAKE
	Date Code		KY
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	016
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,SAND IN ACTION
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING**REPORT**Parts/Repairs 800-243-9700
Fax 336-548-7801**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 RE00218840 Account # - R-	Description/Serial Number S6492894	Date Received - 1/13/2011 Estimate Date - 1/14/2011 Current Date - 1/21/2011
Customer BOB SZULCZEWSKI 117 KIMBALL AVE. GOLDEN, CO 80401 US Phone (H) (303)-271-9790 Phone (W)		Return To BOB SZULCZEWSKI 117 KIMBALL AVE. GOLDEN, CO 80401 US Fax Email BRENOVATOR@AOL.COM

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 dirty and has sand in the action.can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost

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
Part						
F306372B	700 SS XMP EA TRIG ASSB RH SILVER (OS)	1	N	\$115.00	50%	\$57.50
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$86.00
Est. Sales Tax:						\$1.73
Grand Total:						\$87.73

26"
K4S/b
7#
2016

COPY

5225

November 29, 2010

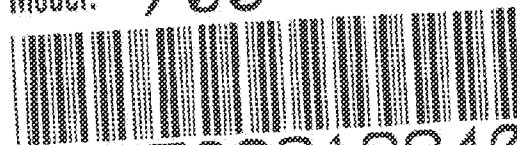
Bob Szulczewski
117 Kimball Ave.
Golden, CO 80401
Ph: 303-271-9790

Ref: # 5225

Dear Mr. Szulczewski,

Serial Number: S6492894

Model: 700



RE00218840

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. + act. dirty & has sand
in action. can offer to
replace TPA, clean & test
fire at 1/2 normal cost.

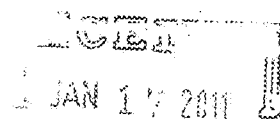
VISA REDACTED

1322

EXP. 8/13

AUTHORIZED TO \$150.00

D. Fulcher



BY:.....

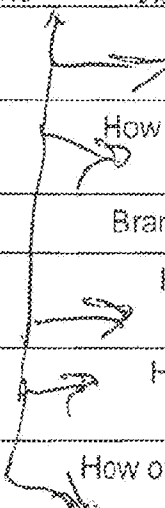
Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 18657

Print

Reset

Model: <u>SENDERO SF</u>		Serial Number: <u>56492894</u>	
Number: <u>700/360 ULTRA MAG</u>			
Are you the original owner? ☒ YES ☐ NO			
Name: <u>ROBERT K. SZULCZEWSKI</u>		Date of Purchase: <u>2004 - 2005</u>	
Address (no PO Boxes): <u>117 KIMBALL AVE</u>			
City: <u>GOLDEN</u>	State: <u>CO</u>	Zip: <u>80411</u>	
Phone (Daytime): <u>303-525-5467</u>		Fax: <u>303-271-9790</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>RENOVATOR@AOL.COM</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>FIRE WHILE ROUND IS BEING CHAMBERED</u> <u>HAPPEN APPROX. 3 TIMES (TWICE THIS</u> <u>FALL DURING HUNTING SEASON AND ONCE IN</u> <u>2008 DURING SAME PERIOD</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>	Type: <u>COAL-BRKT VLDGR - BARNOLA</u>		
Other (i.e. bullet weight/type, shot size, powder): <u>180 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: _____	
How often do you clean the bore? (Months or Number of rounds) <u>CLEANED AFTER TARGET PRACTICE OR HUNTING (FIRE OR NOT)</u>	
	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: <u>BORE SCRAPER / BREAK FREE CLP</u>
	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? ☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>2005</u>	
What were the services performed? <u>MAJNA - PARTS</u>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5225 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Bob Szulczewski 117 Kimball Ave. Golden, CO 80401 Ph: 303-271-9790
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX598 NOV 30, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT UT 10.0 LBS
TRACKING# 124XX5989066739672
REF 1: BOB SZULCZEWSKI/CO/DMF
REF 2: 5225/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 10.54 PUB+HANDLING 10.54

