

Remington Arms Co., Inc.
Product Service
Legal Case #:5918

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225212	3/8/2011	2/22/2011	3/9/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dan's Gun Service & Repair	Daniel	Dan's Gun Servi	221 S Emery Ave.	Peshigo	WI	54137		C 715-938-0836 H 715-938-0836 F 715-582-1150 E guns7mm@hotmail.com
Incident		Justin	Wozniak	1412 48th Ave.	Monominee	MI	49858		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Concern:1032	Safety not working properly		
C	Safety jamming			

2/22/11: Dealer called in. His customer brought his M/700 to him to send to us. Customer stated safety is not working properly. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Btl.	DOM
Remington	CF/BA	700/25-06 REM	n/a	A6633477	OQ	7/13/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	MORLEY MURPHY GREEN BAY WI		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 - Quote to repair under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	3/22/2011

2/22/11: Sending ARS, letter, form. df 3/22/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM - quote. Quote was apprvd & pd for by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	3/9/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 2506 REM	
	Date Code	OQ	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	M/700 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

[COPY]

24"
0.9775
3.52
0.008

5918

February 22, 2011

Dan's Gun Service & Repair
Attn: Daniel
221 S. Emery Ave.
Peshtigo, WI 54157
Ph: 715-938-0836

Ref: # 5918

Dear Daniel,

Enclosed with this letter is a pre-paid shipping label for UPS and a form to fill out for Product Service Dept.

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.

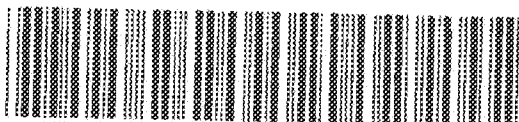
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
MAR 5 2011

BY:

A6633477

Model: 700



RE00225212

could not duplicate concern.
CAN offer to replace TPA, LGAN
+ test fire under BCP for
\$20.00 + J4p

Quote

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

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>AL633477</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>Justin Wozniak</u>		Date of Purchase: <u>1979</u>	
Address (no PO Boxes): <u>412 48th Ave</u>			
City: <u>Plumtree</u>	State: <u>MA</u>	Zip: <u>49858</u>	
Phone (Daytime): <u>715-938-0836</u>		Fax: <u>1-715-582-1150</u>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>guns7mm@hotmail.com</u>			
E-mail Address: <u>guns7mm@hotmail.com</u> ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>In November 2010 was sighting in gun and moved to safety to fire position and gun discharged by itself and it tore my thumb open. Then in February of 2011 I fired the gun and tried to fire again and would not fire. Tried to put gun to safety position and wouldn't go to safety. Had to work Bolt 6-7 times by the time it would go to safety position.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>CORE LOC</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>120 grain</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):			

DAN'S GUN SERVICE AND REPAIR
DANIEL SWIATNICKI
221 CO. EMERY AVENUE
PESHTIGO, WI 54157
(Cell) 715-938-0836

Brand of cleaning solution used: <u>Hoppes</u>
How often do you clean the bore? (Months or Number of rounds) <u>2-3 Times a year</u>
How often do you clean the action? (Months or Number of rounds) <u>2-3 Times a year</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>NA</u>
Brand of lubricant used: <u>Hoppe's</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>2-3 Times a year</u>
How often do you lubricate the action? (Months or Number of rounds) <u>2-3 Times a year</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>NA</u>
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>NA</u>
What were the services performed? <u>NA</u>
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
☐ 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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/22/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5918 rifle			

LABEL INFORMATION

MAIL LABEL TO: Dan's Gun Service & Repair Attn: Daniel 221 S. Emery Ave. Peshtigo, WI 54157 Ph: 715-938-0836
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 FEB 22, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5960657237257
REF 1:DAN'S GUN REPAIR/DANIEL/CD/DMF
REF 2:5918/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COO 0.00	RS 0.50	
DC 0.00	DCD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 9.40		PUB+HANDLING 9.40	

