

Remington Arms Co., Inc.
Product Service
Legal Case #:5615

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/11/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Peter	Zubal	2332 Bear Swamp Rd.	Moravia	NY	13118		H 315-496-2815 E pzubal@verizon.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	Concern:1023 Delayed Firing - Firearms		Unknown	
C	Delayed firing			

Customer sent in an email. He stated he was hunting in Dec. 2010 and had a delayed firing. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WBY MA	25903	C6402169		6/22/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	CAMFOUR INC		U			

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
	Repair/Replacement Cost	Repair/Replacement Date				

1/11/11: I will email letter & form. Customer stated he will take gun to Dion & drop off at guard shack. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Reference #
101214-000081

Status
Waiting

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

Remington model 700 malfunction

Discussion Thread

Response (Dell -) 01/11/2011 04:18 PM
Let me email my letter & form to you first. Then you can take the firearm with my letter & form to the guard shack in Ilion.

Thanks,
Dell

Customer (Peter Zubal) 01/10/2011 06:11 PM

Thanks Dell, I live about 1-1/2 hours from the factory in Ilion. I will bring the rifle to you as my wife and I enjoy a day trip to get out and about. Please advise as to procedure to do this. Peter
On Jan 10, 2011, at 1:39 PM, Remington Information wrote:

Response (Dell -) 01/10/2011 01:39 PM

I will email you a letter with my contact info & a form to fill out for the factory. In 2-3 business days you will receive a shipping label for UPS by email.

Dell

Customer (Peter Zubal) 01/07/2011 06:11 PM

Hallo Dell, I answered this email several days ago and hav not heard from you. Please advise Peter W. Zubal

On Dec 29, 2010, at 8:58 AM, Remington Information wrote:

Customer (Peter Zubal) 12/31/2010 08:41 AM

Hi dell, Thanks for the reply. The rifle is a 300 weatherby Mag, Serial # C6402169 My address is Peter W. Zubal 2332 Bear Swamp Rd. Moravia NY 13116 Phone # 315/495-2815 Yours truly, Peter W. Zubal
On Dec 29, 2010, at 8:58 AM, Remington Information wrote:

Response (Dell -) 12/29/2010 08:58 AM

Dear Peter,
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,
Dell

Customer (Peter Zubal) 12/14/2010 03:56 PM

dear sirs:
I was hunting Elk in the National Elk Refuge outside of Jackson Wyoming 2 weeks ago.
I had this gun malfunction in the following manner.
I had a nice broadside shot at a cow elk and took the safety off.
When I squeezed the trigger nothing happened.
I then put the safety back on.
When I put the rifle back on fire it discharged without me touching the trigger sending a bullet somewhere over the grand Teton.
Two more shots were fired subsequently OK that day and the gun functioned perfectly several days later.
The foregoing instance was disconcerting to say the least.
Serial #of the gun C6402169 Cal 300 Weatherby Mag.
Is this a issue that can be addressed?
Yours truly
peter W. Zubal

Primary Contact

First Name: Peter

Last Name: Zubal

Organization:

Login: pzubal@verizon.net

Title:

Contact Type:

Email: pzubal@verizon.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

515

Remington®

Emailed to cust.

January 11, 2011

Peter Zubal
2332 Bear Swamp Rd.
Moravia, NY 13118
Ph: 315-496-2815
Email: pzubal@verizon.net

Ref: # 5615

Dear Mr. Zubal,

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

[Print](#)[Reset](#)

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
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: <div style="text-align: center;"> Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 </div>
<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. <div style="text-align: center;"> :: 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 </div>

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.

Fulcher, Dell Marie

From: Verizon Online Postmaster [postmaster@verizon.net]
To: pzubal@verizon.net
Sent: Tuesday, January 11, 2011 4:59 PM
Subject: Delivered: Peter Zubal - Remington Ref# 5615

Your message has been delivered to the following recipients:

pzubal@verizon.net

Subject: Peter Zubal - Remington Ref# 5615