

Remington Arms Co., Inc.
Product Service
Legal Case #:5489

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225858	3/15/2011	12/22/2010	4/8/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Knapik	3501 Rocky Creek Rd	LaGrange	TX	78945		H 512-968-8270 E mmeknapik@up.com

Incident Information

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

12/22/10 Per call from Knapik, he was in the deer stand, loaded his rifle, safety was off and it fired when closing the bolt. He has made no alterations to the rifle.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700 /270 WSM	n/a	G6543929	XZ	12/28/2005 5:54:13 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		Y			

CONCERN: FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	/130					
Concern	Other	Factory	Reload			
0:	Silvertip	Y	N			

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
Replace TPA, clean, test fire at no charge to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	4/19/2011				

12/22/10 Mailing ARS.cm 4/7/11 Knapik called for update. Repair not logged in for PS. Emailed Pence to have Prod Serv inspect ASAP.cm 4/15/11 Per Ilion, could not duplicate customer concern replace TPA, clean, test fire at 1/2 normal cost to restore confidence.cm 4/19/11 Knapik called on 4/18 and left message that he will not pay, Remington should be taking care of. If he gets it back unrepaired and something happens it will be on us. Replace TPA, clean, test fire at no charge to restore confidence. Left voice message that we could not duplicate but I would have them replace TPA no charge to restore faith in rifle.cm

Examination[Remington /CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WSM
	Date Code		XZ
	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 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

5489

24"
XZ 12/0
3.5
1012

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

Model Number: 700 270 WSM	Serial Number: 66543 929
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Michael Kupik	Date of Purchase:
Address (no PO Boxes): 3501 Rocky Creek Road	
City: Le Grange	State: TX Zip: 77145
Phone (Daytime): (512) 969-4270	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ME.Kupik@UP.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:	
<p>I had gun upright, opened chamber checked to make sure there wasn't a bullet in chamber, I then closed bolt putting round in + gun went off. Gun has only had about 10 rounds fired since purchased new @ Bass Pro about 4 yrs ago</p>	
500 characters left	
Ammunition Information:	
Manufacturer: Winchester	Type: Ballistic Silvertip
Other (i.e. bullet weight/type, shot size, powder):	
130 grain ballistic Silvertip	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

RECEIVED
APR 15 2011

BY:

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Remington
How often do you clean the bore? (Months or Number of rounds)	Cleaned about 4 times
How often do you clean the action? (Months or Number of rounds)	about 4 times
How often do you clean the trigger assembly? (Months or Number of rounds)	None
Brand of lubricant used:	Remington oil
How often do you lubricate the bore? (Months or Number of rounds)	when starting
How often do you lubricate the action? (Months or Number of rounds)	when starting
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 checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
What was the reason for service?	

G6543929

Model: 700



RE00225858

PLACE IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND
ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND

- ... 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.

Could not duplicate cust. concern.
CAN offer to replace TPA, clean &
test fire at 1/2 normal cost, to
restore confidence in rifle.

Quote

Mitchell, Christy

From: Mitchell, Christy
Sent: Monday, December 20, 2010 8:29 AM
To: Mitchell, Christy
Subject: FW: Michael Knapik

Call Monday

Christy Mitchell

From: Fulcher, Dell Marie
Sent: Friday, December 17, 2010 5:03 PM
To: Mitchell, Christy
Subject: Michael Knapik

I didn't have time to call him back.
Michael Knapik Pronounced - Cuh Nah Pic
3501 Rock Creek Rd.
LaGrange, TX 78945
Ph: 512-968-8270

His voice mail stated he had a FBC but no model number or serial number.

Thanks, ☺

Dell Fulcher | Consumer Affairs Administrator/Armorer School Administrator
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or 336.548.7883

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Khakis | EOTAC | Dakota Arms | Parker Gun

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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO: Michael Knapik 3501 Rocky Creek Rd LaGrange, TX 78945
RETURN ITEM TO: Rem Prod Serv

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

4XX596 DEC 23, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065481424
REF 1:MICHAEL KNAPIK/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 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 10.59 PUB+HANDLING 10.59







