Remington Arms Co., Inc. Product Service Legal Case #:6942

Case Information

RE# **Date Opened** Date Opened(PS) **Date Closed** Incident Date Pre Lit Lit Obsolete 257122 2/2/2012 11/30/2011 2/3/2012

Customer Information

Type Business First Name Last Name Street City State Zip Age Contact

C 616-836-3807 11362 James St. Incident Bruce Kruithoff Holland MI 49424 F 616-772-1866

E brucebwwoodwork@gmail.com

Incident Information

Claims Repair Est. **Medical Treatment Medical Status** Codes

ΡI

PD Cause: 4015 Improper Maintenance

Unknown S Concern:1007 Fired on Safe Release

C FSR

11/30/11: Customer called in. He stated that he's had several FSR's w/rifle. No damage, No injury. df

Firearm Information

SKU DOM Mfg. Type Model/Ga. Serial Bbl. Remington CF/BA 700/3006 SPRG n/a 6520977 BW 1/1/1972

Date Purchased Where Purchased **Original Owner** Accessories

KALAMAZOO CO KALAMAZOO MICH N

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Cash Reim. Date Cash Date Settlement Release of Claims Release Date Reimbursement Settlement APV APV

Per Ilion - Quote to repair under BLM

Repair/Replacement Repair/Replacement Cost Date

\$30

11/30/11: Mailing ARS & forms. df 2/9/12: Per Ilion - TA dirty & sticky. Trigger binding. Replace TA, clean & test fire under BLM - quote.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/3/2012
	Product Type		RF
	Action Type]	A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code]	BW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6942&Type=Case

2/17/2012

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	1
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Not Functioning	
Overall	Stock Condition	Worn; Functioning	
	Fore End Condition	Select	
D	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.011
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY TRIGGER BINDING WILL FOLLOW DOWN
	Pull	Select	8#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock]

22" BW1/2:

6942

November 30, 2011

Bruce Kraithoff Kraithoff
11362 James St.
Holland, MI 49424

Phone: 616-836-3807

Ref: #6942, Model 700, Serial #6520977

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this <u>letter and service request</u> to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

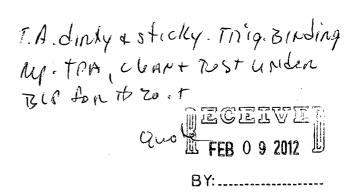
Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC

Phone: 1-800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

enclosure





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

Reset

Model	Serial							
Number: 760	Number: 652 0977							
Are you the original owner?: ☐ YES 🔀 NO								
Name: Bauce Kavillets	Date of Purchase:							
Address (no PO Boxes):								
54 west 34th Staget								
City: 1/4 //pmd	State: M; Zip: 49923							
Phone (Daytime): 6/6 - 836-3807	Fax: 616-7721866							
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) bacebook work & gmail. Com								
E-mail A	ddress:							
☐ I would like to receive future e-mail updates from Remington.								
Please describe your problem and date of occurrence:								
And the tringer when you stide the SAFTY OF								
THE trigger would Poll. w	Albort touching the							
Triggen.								
**								
:								
500 cha	racters left							
Ammunition I	nformation:							
Manufacturer: Remaining to co	Type: 30.06							
Other (i.e. bullet wei								
powder): 180 924) N.								
!								
Handload Information: المرامية								
Powder Used:	Powder Weight:							
Case/Hull Used:	Primer Used:							
Bullet Type/Shot Size:	Reloader Used:							
Firearms Care (Cleaning and Lubrication):								

http://www.remington.com/asp/factory_repair_form.asp

8/25/2011

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? >□ YES 및 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 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							

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.

Service Request

Remington Service PO Box 700

11/07/2011

11/30/2011

Date of Request:

Printed:

Date

Madison, NC 27025-0700

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

his document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information vill serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service PLEASE RETAIN THIS COPY OR YOUR RECORDS.

Service Request Number

Serial Number / Description

3R00003064

6520977

Model 700 Center Fire Caliber: 3006

Customer: BRUCE KRAITHOFF

11362 JAMES STREET HOLLAND, MI 49424 US

Email:

Destination: Arms Services 14 Hoefler Ave

Ilion, NY 13357 US

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service # 6942

Parts And Service Details

Material

Type

Description

Qty

Warranty

Price

Disc Amount

'HIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) eing sent based on the conversation with our representative.

Sub Total: Est Sales Tax:

.00

.00

ARS LABEL REQUEST FORM

DATE:	11/30/2011	Service Request #	SR00003064
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

Business:

1, 5, 5, 5

Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

BRUCE KRAITHOFF 11362 JAMES STREET HOLLAND, MI 49424 US SR00003064

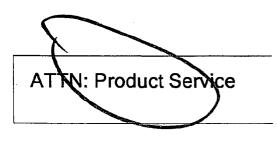
Email:

RETURN ITEM TO:

ILN

Arms Services





4XX596 NOV 30, 2011 ALL CURR USD 1 OF 1 SVC GNDCOM ACT UT 10.0 LBS TRACKING# 1Z4XX5969065653444 REF 1:SR00003064 REF 2:

HANDLING CHARGE 0.00 SYC T/P USD SINGLE-PIECE PUB RATE CHRS: SYC 0.50 DV 0.00 RS 0.50 DG 0.00 SD 0.00 SD 0.00 SP 0.00 SP 0.00 TOT PUB CHG 9.04 PR 0.00 SUB+HANDLING 9.04