

Remington Arms Co., Inc.
Product Service
Legal Case #:6466

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239510	8/30/2011	8/19/2011	8/31/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeffrey	Oranczak	506 Biggs Ave.	Frederick	MD	21702		C 443-677-3737

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

8/19/11: Customer called in. He stated he had a FBC w/rifle last winter. He stated he saw something on tv & decided to call us. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6MM REM	n/a	6261358	RS	11/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	BAIRD HDWE GAINESVILLE FL	TWO PIECE BASE	Y			

CONCERN:FBC,DELAYED FIRING

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	9/12/2011				

8/19/11: Mailing ARS, letter, form. Box order# 1243727. df 9/12/11: Per Ilion - TA dirty & has a dried & sticky lube residue causing parts to work sluggish. Replace TA, clean & test fire under BLM - quote. Customer apprvd quote & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/31/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 6MM REM
	Date Code		RS
	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	MARS,SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,PARTS WORK SLUGGISH
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

72"
RS 11/69
3.5#
.007

COPY

6466

August 19, 2011

Jeffrey Oranczak
506 Biggs Ave.
Frederick, MD 21702
Phone: 443-677-3777

Ref: # 6466, Model 700, Serial # 6261358

Dear Mr. Oranczak,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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 that 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

RECEIVED
SEP 06 2011

BY:

6261358

Model: 700



RE00239510

T.A. Dirty + has A DRIED + STICKY
tube residue causing parts to
work sluggish. Replaced TPA,
cleaned rest + fired under BLP
for \$ 20.00 + ship

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: 700-Remington-6mm		Serial Number: 6261358	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO ?			
Name: Jeffrey Noranzak		Date of Purchase: 5-6-71-72 ?	
Address (no PO Boxes): 506 Biggs Ave			
City: Frederick		State: Md	Zip: 21702
Phone (Daytime): 443-677-3737		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
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: yr 2010 went off twice, once closing the bolt, once delayed Trigger. or bolt delay I only Fire this Rifle During Deer Season Dec. Jan			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 100 gr Cor-bok	
Other (i.e. bullet weight/type, shot size, powder):			
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:	Remington - Hoppes
How often do you clean the bore? (Months or Number of rounds)	ONCE before SEASON ONCE AFTER SEASON
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	SAME
Brand of lubricant used:	REM - Hoppes
How often do you lubricate the bore? (Months or Number of rounds)	SAME AS SEASON
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
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 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	
<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.	
:: 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:	8/19/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6466 rifle			

LABEL INFORMATION

MAIL LABEL TO: Jeffrey Oranczak
506 Biggs Ave.
Frederick, MD 21702
Phone: 443-677-3777

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

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

4XX596 AUG 19, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065117818
REF 1:JEFFREY ORANCZAK/CD/DMF
REF 2:REF#6466/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 8.18	PUB+HANDLING	8.18





