

Remington Arms Co., Inc.
Product Service
Legal Case #:7012

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250943	12/16/2011	12/7/2011	12/19/2011	11/19/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Lon	Swatek	5665 South Meadowpark Dr	Hales Corners	WI	53130		C 414-791-3439 E lswatek@wi.rr.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Concern:1007	Fired on Safe Release		
C FSR & sometimes will not come off Safe				
12/7/11: Customer called in. He stated his rifle had a FSR & it has been very hard to take the rifle off Safe. No damage, No injury. df				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	E6895120	RP	11/8/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC TWO PIECE BASE,BOTTOM HALF RINGS		N			

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						

Repair/Replacement Cost Repair/Replacement Date

12/7/11: Mailing ARS & forms. Box order# 1282240. df 12/20/11: Per Ilion - Could not duplicate concern. TA dirty. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. df 1/11/12: Customer called & spoke to a CSR & asked to have gun returned as received. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		RP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS
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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,BOTTOM HALF RINGS

Remington®

24"
RP 11/9:
5#
.011

7012

Please correct
spelling

December 7, 2011

SWATEK

Lon Swapek
5665 South Meadowpark Dr
Hales Corners, WI 53130
Phone: 414-791-3439

Ref: # 7012, Model 700, Serial # E6895120

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

Please include a copy of this letter and service request 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

Serial Number:

E6895120

Model: 700



RE00250943

could not duplicate concern.
T.A. dirty. CAN offer to replace
TPA clean + test fire at 1/2
normal cost.

Quake RECEIVED
DEC 20 2011

BY:.....

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

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service

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

www.Remington.com

This 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 will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number Serial Number / Description

SR00006040

E6895120

Date of Request: 12/07/2011

Date Printed: 12/07/2011

Model 700 Center Fire Caliber: 7

Customer:

LON SWAPEK

5665 SOUTH MEADOWPARK DR

HALES CORNERS, WI 53130 US

Destination:

Arms Services

14 Hoeftler Ave

Ilion, NY 13357 US

Email:

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 # 7012 - FSR

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>E6895120</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>LON SWATEK</u>		Date of Purchase: <u>5-11-96</u>	
Address (no PO Boxes): <u>5665 S. MEADOW PARK DRIVE</u>			
City: <u>HALES CORNERS</u>		State: <u>WI</u>	Zip: <u>53130</u>
Phone (Daytime): <u>414-235-9156</u>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>lswatek@wi.tr.com</u>			
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: <u>NOV. 19th 2011</u> <u>I COULD NOT GET THE SAFETY LEVER</u> <u>TO COME OFF OF SAFETY POSITION TO THE</u> <u>FIRE POSITION.</u> <u>ALSO, THE BOLT DOES NOT MOVE EASILY,</u> <u>VERY DIFFICULT AT TIMES TO OPEN AND CLOSE. ALSO, THE</u> <u>GUN MISFIRED WHEN TAKING SAFETY OFF - NO FINGER WAS ON TRIGGER</u> <u>AT THE TIME!</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>7MM REM MAG 175GR</u>	
Other (i.e. bullet weight/type, shot size, powder):		<u>CORE-LOCK PTD</u> <u>SOFT PT</u>	
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:	
<i>I SHOOT ONCE A YEAR, MAYBE TWICE.</i>	How often do you clean the bore? (Months or Number of rounds) <i>EVERYTIME AFTER SHOOTING AT END OF DAY</i>
	How often do you clean the action? (Months or Number of rounds) <i>SAME AS ABOVE, ONCE OR TWICE/YEAR</i>
	How often do you clean the trigger assembly? (Months or Number of rounds) <i>I ONLY CLEANED AFTER SHOOTING, HUNTING, RAIN</i>
Brand of lubricant used: <i>PROTEC Premium</i>	
	How often do you lubricate the bore? (Months or Number of rounds) <i>END OF DAY . . . MAXIMUM OF TWICE/YEAR</i>
	How often do you lubricate the action? (Months or Number of rounds) <i>AFTER RAIN, FIREING, IF NEEDED</i>
	How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>ONLY ONCE OR TWICE/YEAR</i>
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? <i>NEVER THAT I'M AWARE OF</i>	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffer Avenue Ilion, NY 13357</p>	
<p><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.</p> <p 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</p>	

ARS LABEL REQUEST FORM

DATE: 12/07/2011	Service Request # SR00006040
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: I WILL MAIL LABEL	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	LON SWAPEK 5665 SOUTH MEADOWPARK DR HALES CORNERS, WI 53130 US SR00006040 Email:
RETURN ITEM TO:	ILN Arms Services



4XX696 DEC 7, 2011 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 124XX6968066977765
 REF 1:SR00006040 ALL CURRENCY USD
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 9.61		PUB + HANDLING 9.61

ATTN: Product Service





