

Remington Arms Co., Inc.
Product Service
Legal Case #:5286

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
235113	7/7/2011	12/2/2010	7/8/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John L	Szukics	525 Franklin Ave	Palmerton	PA	18071		H 610-826-3805 C 484-553-4505

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD	Cause:4038 Could Not Duplicate Concern		N	He said it looked like a blister
S Fired on safety release	Concern:1007 Fired on Safe Release			
C				

12/2/10 Per call from John, he hasn't fired but 10 shots in this rifle and Monday, 11/29, it fired when he released the safety. He is the original owner and has made no alterations to it. It cut his thumb when it recoiled back.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27171	S6534497	EZ	10/10/2005 6:34:45 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC		Y			

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
Replace TPA no charge to restore confidence in rifle						

Repair/Replacement Cost Repair/Replacement Date

47.26	7/28/2011
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12/2/10 Mailing box and ARS.cm 7/22/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm 7/28/11 Spoke with Szukics, he said that there is absolutely no way the trigger was touched and it fired when the safety was released with about 12 people standing near him. He does not trust it but has barely shot it since bought new. I agreed to replace the trigger no charge to restore his confidence in the rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 WIN MAG XCR
	Date Code		EZ
	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	
	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

5286

26"
EZ 10/0
4.5#
.010

December 2, 2010

John L. Szukics
525 Franklin Ave
Palmerton, PA 18071

Subject: #5286, Model 700

RECEIVED
JUL 20 2011

BY:.....

Dear Mr. Szukics,

Enclosed is an UPS ground prepaid shipping label for shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **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. Please mark the ends of the box with "Product Service".**

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

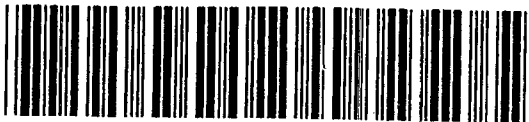
could not duplicate concern.
CAN offer to replace TPA,
clean + test fire at 1/2 normal
cost.

Quote

Product
Number

S6534497

Model: 700



RE00235113

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

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

Model Number: 700	Serial Number: 56534497
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: JOHN Szukias - L.	Date of Purchase: _____
Address (no PO Boxes): 545 FRANKLIN AVE.	
City: Palmer PA.	State: PA. Zip: 18071
Phone (Daytime): 610-826-3805	Fax: _____
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) Jade1023@PTD.NET	
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: Rifle went OFF when Safety was pushed FORWARD. NOV. 29, 2010 1st DAY OF Pa. Buck Season.	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type: EXPRESS CORE-LOKT
Other (i.e. bullet weight/type, shot size, powder): 180 GR. CORE-LOKT PSP R300W1	
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:	HOPPES
How often do you clean the bore? (Months or Number of rounds)	Every 3 Rds.
How often do you clean the action? (Months or Number of rounds)	After every use - Check AND wipe clean
How often do you clean the trigger assembly? (Months or Number of rounds)	New ONLY 11 Shots Fired
Brand of lubricant used:	Outers GUN OIL
How often do you lubricate the bore? (Months or Number of rounds)	every cleaning 11 Shots Fired
How often do you lubricate the action? (Months or Number of rounds)	only used 1 Time IN FIELD 9 Shots on Bench
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every cleaning New Rifle 1 Time
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?	
WASN'T. ITS NEW TO ME NEVER USED BUT TIME IN FIELD.	
What were the services performed?	
NO Services new Rifle	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illon, 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/2/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <input checked="" type="checkbox"/> xx	
DESCRIPTION: S6534497 700			

LABEL INFORMATION

MAIL LABEL TO:	John L. Szukics 525 Franklin Ave Palmerton, PA 18071
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 DEC 3, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066778862
REF 1: JOHN L SZUKICS/CD/CM
REF 2: 700/S6534497

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 7.42 PUB+HANDLING SP 0.00 7.42





