

Remington Arms Co., Inc.
Product Service
Legal Case #:6812

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
247377	11/17/2011	11/8/2011	11/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Zoltan	Berencsi	1980 N 132nd Ln	Goodyear	AZ	85395		W 602-502-2703 E berencsi@harlemglobetrotters.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired on safe release	Concern:1007	Fired on Safe Release	
C				

11/8/11 Per email sent to Remington.com, incid # 111107-000111, "Recently, I purchased a Model 700XCR II 30-06 ID 001686521-s6717529 from Cabelas in Glendale AZ on 9/23/11. I sighted the rifle in shortly after and took it out for a hunt last week. To my dismay during my hunt I found that it was miss-firing as I placed the safety switch from safe to fire (without touching the trigger). This happened twice in the field in front of the game I was pursuing. I put the rifle away after the second miss-fire. This is something I would not expect from a brand new Remington rifle. To say I am disappointed would be an understatement. A lot of preparation goes into a hunt of the magnitude I was on. Time is spent away from family and work. When your equipment fails nothing is worse. I would like someone from your company to look at this weapon ASAP. It has been unloaded and untouched since the miss-fire. I hope that you will do the right thing and keep me and my family as future Remington customers by fixing this problem and replacing my rifle."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	84515	S6717529	LE	6/29/2010 3:59:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/23/2011	MAHONEYS SPORTSMANS PARAD		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
Per Ilion, replace TPA, check over and test fire at no charge to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	52.88	11/28/2011				

11/8/11 Emailing ARS, SR.cm 11/28/11 Per Ilion, could not duplicate concern. Trigger assm functions as designed. Will replace TPA, check over and test fire at no charge to restore confidence in rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		24" 3006 SPRG XCR
	Date Code		LE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
Extractor	Stop	Like new; 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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Like new; Functioning	
Safety	Bulged	False	
	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service #6812

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

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.**

24"
LEZ/K
3.5#
.011

6812

Service Request Number SR00003156	Serial Number / Description S6717529 Model 700 RIFLE	Date of Request: 11/08/2011 Date Printed: 11/08/2011
Customer: ZOLTAN BERENCSEI 1980 N 132ND LN GOODYEAR, AZ 85395 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	Email: berencsi@harlemglobetrotters.com

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

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

S6717520
Model: 700



RE00247377

RECEIVED
NOV 21 2011

BY:

could not duplicate concern.
T.A. Functions as designed.
will replace TPA checkover +
test fire at N/C to restore
confidence in rifle.

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.

warranty

Sub Total: .00
Est Sales Tax: .00

Cabela's

WORLD'S FOREMOST OUTFITTER!

CABELA'S RETAIL, INC.
9380 W. Glendale Ave.
(623) 872-6700

*** R E P R I N T ***

ST# 015 RG# 100 TR# 9315 9/23/2011

002984323 700 XCRII BONE 1T \$699.99

ID: 001686521

S6717520

Reason: MATCH COMPETITOR

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PRICE MATCH DICKS - VERIFIED BY DAVID
LAWBERT

=====

070002702 WRNE 2PC BSE RH 1T \$19.99

UPC# 000000656813000128

070002713 WRNE 1" HAT MED RI 1T \$29.99

UPC# 000000656813000234

003065610 BRISKET RUB 1T \$4.99

UPC# 000000400306561005

043459596 DEER CANE 6.5# BAG 1T \$5.99

UPC# 000000786541665969

Original Price: \$7.99

Subtotal \$760.95

Tax \$71.90

Total \$832.85

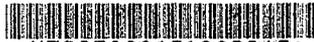
Cash \$840.00

Change \$-7.15

General Sales and Use \$71.90

You could have earned \$16.65 in CLUB points
Ask how to Join Cabela's CLUB!

ITEMS SOLD 5



X7697000151009315

Your cashier name was CHRISS

To celebrate Cabela's 50th Anniversary,
we are giving away more than \$2 million
in prizes, including 50 Chevy trucks.
To register, enter your receipt code
above at www.cabelas.com/sweeps.

No purchase necessary.

A purchase will not increase your
chances of winning. Must be 21 years of
age or older. Void where prohibited.
For official rules, visit

www.cabelas.com/sweeps.

Promotion ends 12/31/11.

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00003156
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6812



6812

Mitchell, Christy

From: Danny [Danny.Southard@remington.com]
Sent: Tuesday, November 08, 2011 8:10 AM
To: Fulcher, Dell Marie; Mitchell, Christy
Subject: FWD: Remington 700 Safety Problem

The following incident has been forwarded to you by:
Danny - (Danny.Southard@remington.com)

Sender's Comment

another one.
Reference #111107-000111

Summary: Remington 700 Safety Problem
Rule State: End Progress
Date Created: 11/07/2011 04:25 PM
Last Updated: 11/08/2011 08:08 AM
Status: Unresolved
Assigned: Danny -
Model_Number:
Serial_Number:

Discussion Thread

Customer By Email (Zoltan Berencsi) - 11/07/2011 04:25 PM Dear Remington,

Let me start by saying that my family has used Remington firearms for years. We have shot these Rifles for years with no problems. I have rifles that were passed down from generations that I still use in the field. We are HUGE Remington fans.

Recently, I purchased a Model 700XCR II 30-06 ID 001686521-----s6717529 from Cabelas in Glendale AZ on 9/23/11.

I sighted the rifle in shortly after and took it out for a hunt last week. To my dismay during my hunt I found that it was miss-firing as I placed the safety switch from safe to fire (without touching the trigger).

This happened twice in the field in front of the game I was pursuing. I put the rifle away after the second miss-fire. This is something I would not expect from a brand new Remington rifle.

To say I am disappointed would be an understatement. A lot of preparation goes into a hunt of the magnitude I was on. Time is spent away from family and work. When your equipment fails nothing is worse.

I would like someone from your company to look at this weapon ASAP. It has been unloaded and untouched since the miss-fire. I hope that you will do the right thing and keep me and my family as future Remington customers by fixing this problem and replacing my rifle.

I can be reached at 602-502-2703 or mascotzoli@yahoo.com<<mailto:mascotzoli@yahoo.com>>

Awaiting your response, Thanks

Zoltan Berencsi

Zoltan Berencsi | Producer
Harlem Globetrotters International, Inc.

phone | 602.258.0000 ext. 114

mobile | 602.502.2703

fax | 602.258.5925

web | harlemglobetrotters.com<<http://www.harlemglobetrotters.com/>>

[\[cid:image001.gif@01CC9D56.19B9FF70\]<http://www.facebook.com/HarlemGlobetrotters>](#)[\[cid:image002.gif@01CC9D56.19B9FF70\]<http://twitter.com/globies>](#)[\[cid:image003.gif@01CC9D56.19B9FF70\]<http://www.youtube.com/hrlmglobetrotters>](#)[\[cid:image004.gif@01CC9D56.19B9FF70\]<http://www.the4pointshot.com/?utm_source=emailsig&utm_medium=email&utm_campaign=none>](#)

===== image File Attachment ===== image001.gif, 1737 bytes,
added to incident

===== image File Attachment ===== image002.gif, 1807 bytes,
added to incident

===== image File Attachment ===== image003.gif, 2193 bytes,
added to incident

===== image File Attachment ===== image004.gif, 2404 bytes,
added to incident

Mitchell, Christy

From: Zoltan Berencsi [mascotzoli@yahoo.com]
Sent: Tuesday, November 08, 2011 10:16 AM
To: Mitchell, Christy
Subject: Re: Remington Model 700, Zoltan Berencsi

Thanks for the quick response. Please e-mail the shipping label to me.

My mailing address is:

Zoltan Berencsi
1980 N. 132nd Ln.
Goodyear AZ 85395

I can ship the gun to you in the original box that it came with. Do I need to do anything special when I ship it because it is a firearm? I imagine they will give me a tracking number and it will be insured during the shipping process correct?

Zoltan Berencsi
OWNER, CEO
A2Z UNLIMITED
602-502-2703
<http://www.a2zunlimited.net>
<http://www.facebook.com/#!/profile.php?id=100001401981883>
http://twitter.com/a2z_unlimited
<http://www.myspace.com/469732822>

From: "Mitchell, Christy" <Christy.Mitchell@remington.com>
To: "mascotzoli@yahoo.com" <mascotzoli@yahoo.com>
Sent: Tuesday, November 8, 2011 8:00 AM
Subject: Remington Model 700, Zoltan Berencsi

Mr. Berencsi, I apologize for the disappointment our product may have caused. I can pay to ship the rifle into our factory for inspection. I can email or fax that prepaid shipping label to you today. Please forward your shipping address and I will process that request this morning.

I will have a Service Request created documenting the incident then once received the repairman will inspect it and resolve or provide details to me to address with you.

I keep check on the rifle progress to be sure it is handled quickly and completely.

If you have any questions following is my contact information.

Sincerely,
Christy Mitchell

ARS LABEL REQUEST FORM

DATE: 11/08/2011	Service Request #	SR00003156
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: mitchellcs	email address:	Christy.Mitchell@remington.com

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

MAIL LABEL TO:	ZOLTAN BERENCSI 1980 N 132ND LN GOODYEAR, AZ 85395 US SR00003156 Email: berencsi@harlemglobetrotters.com
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 8, 2011 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066514271
 REF 1:SR00003156
 REF 2:CD

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 1.00
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 13.24	PUB+HANDLING	SP 0.00
		13.24

ATTN: Product Service #6812

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service #6812

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

www.Remington.com

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Service Request Number SR00003156	Serial Number / Description S6717529 Model 700 RIFLE	Date of Request: 11/08/2011 Date Printed: 11/08/2011
Customer: ZOLTAN BERENCSI 1980 N 132ND LN GOODYEAR, AZ 85395 US Email: berencsi@harlemgloбетrotters.com		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

Parts And Service Details						
Material	Type	Description	Qty Needed	Warranty	Price	Disc Amount

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



