

Remington Arms Co., Inc.
Product Service
Legal Case #:6948

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255673	1/27/2012	11/30/2011	1/30/2012				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tommy	Kovar	1235 Laurel Dr	Clarksburg	WV	26301		H 304-203-8807 E tommykovar@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release	Unknown	
C				

11/30/11 Per call from Kovar the bolt is hard to close and open on his rifle and it recently fired when he released the safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/7MM REM MA	27412	71237564	OZ	7/28/2005 4:34:13 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR	SCOPE,RINGS,BASE	Y

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/770/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, offer to replace TPA, clean and test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date
41.15	2/15/2012

11/30/11 Emailing ARS.cm 2/15/12 Per Ilion, trigger pull below specs and trigger is not returning properly. Offer to replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/30/2012

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	24" 7MM REM MAG	
	Date Code	OZ	
	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	Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/710 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	APPEARS TO BE ALTERED
	Sub-Assembly	Other Remington	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6948

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.**

24"
027/
2#

6948

Service Request Number SR00005308
Serial Number / Description 71237564
Model 710 RIFLE

Date of Request: 11/30/2011
Date Printed: 11/30/2011

Customer:
TOMMY KOVAR
1235 LAUREL DR
CLARKSBURG, WV 26301 US

Destination:
Arms Services
14 Hocfler Ave
Ilion, NY 13357 US

Email: tommykovar@aol.com

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

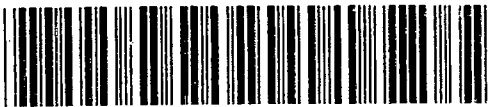
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: 71237564
Model: 710



RE00255673

RECEIVED
FEB 02 2012

BY:.....

Trig. pull below specs. and trig. is not returning properly. offer to replace TPA clean & test fire at 1/2 normal cost.

Quote

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

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

Model Number: 710		Serial Number: 71237564	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Tommy Kowar		Date of Purchase: 2009	
Address (no PO Boxes): 1235 Laurel Dr.			
City: Clarkburg		State: W.V.	Zip: 26301
Phone (Daytime): 304-203-6550		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Jam.hadd@adl.com			
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: When Chambering Bolt is hard to open. Also It is very hard to close. Also I've used the same loads for two years and this is the first year this has happened and my other guns work fine with same loads.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: H 4350		Powder Weight: 59gr	
Case/Hull Used: Winchester		Primer Used: Federal 215	
Bullet Type/Shot Size: 140gr Nosler Bld		Reloader Used: Lee	

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# SR00005308
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6948



4XX596 DEC 1, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065641484
 REF 1:SR00005308
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGs:
 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 9.54 PUB+HANDLING 9.54

2nd

ARS LABEL REQUEST FORM

DATE: 11/30/2011	Service Request # SR00005308
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

LABEL INFORMATION

MAIL LABEL TO:	TOMMY KOVAR 1235 LAUREL DR CLARKSBURG, WV 26301 US SR00005308 Email: tommykovar@aol.com	<i>← bad address. I called him</i>
RETURN ITEM TO:	ILN Arms Services	<i>he said send it again to jamhadd@aol.com</i>



*Thanks!
 Christy*

4XX596 NOV 30, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067289657
 REF 1:SR00005308
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGs:
 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 9.54 PUB+HANDLING 9.54

ATTN: Product Service #6948



