

Remington Arms Co., Inc.
Product Service
Legal Case #:8231

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
296691	1/15/2013	11/27/2012	1/16/2013	11/24/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Greg	Kupillas	18487 S. Valley Vista Rd.	Mulino	OR	97042		H 503-632-5016

Incident Information

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

11/27/12: Customer called in. He stated his wife was using rifle on 11/24/12 & had a FSR. He said this happened about 2 years ago also. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6280946	AI	3/25/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	GEO LAWRENCE PORTLAND ORE		U			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				
	\$29					

11/29/12: Mailing ARS & forms. df 1/17/13: Per Ilion - TA dirty, rusty, set screws altered. Replace TA, clean & test under BLM - quote. Customer apprvd quote on 1/16/13. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/16/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENANCE
Barrel	Description		22" 3006 SPRG
	Date Code		AI
	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	SLUGGISH
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY.TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED SEALANT REMOVED

Remington®

8231

November 29, 2012

221
A13/7
3.5#
1010

Greg Kupillas
18487 S. Valley Vista Rd.
Mulino, OR 97042
Phone: 503-632-5016

A6280946 GEX

Ref: # 8231, Model 700, Serial # 6368866

Dear Mr. Kupillas,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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 hope that this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7883

RECEIVED
JAN 17 2013

BY:.....

Serial
Number:

A6280946

Model: 700



RE00296691

J.A. dirty, rusty + set screws
altered. Rep. TPA, clean test
and BCP for 20.7

Q

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 SR00036878	Serial Number / Description 6368866 <i>A6288946</i> <i>GEK</i> Model 700 Center Fire Caliber: 3006	Date of Request: 11/29/2012 Date Printed: 11/29/2012
Customer: GREG KUPILLAS 18487 S. VALLEY VISTA RD. MULINO, OR 97042 US Email:	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

Product Service # 8231. dmf

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

Grand Total: \$.00

Print

Reset

Model Number: 700		Serial Number: A6280946	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Malia Rosner Kupillas		Date of Purchase: June 18, 1999	
Address (no PO Boxes): 18487 S. Valley Vista Rd.			
City: Mullino	State: OR	Zip: 97042	
Phone (Daytime): (503) 632-5016		Fax: (503) 632-5983	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) phiggek@bctonline.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Rifle fires inadvertently when switching safety lever from "S" to "F". First occurrence was in Fall 1999, which was the first time Malia loaded the rifle. Not knowing what caused the misfire, we did not attribute it to a rifle malfunction. Second occurrence was 11/17/2012. The rifle was used only a few times between occurrences.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 150 Gr			
Handload Information: Not Applicable			
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>Butch's Bore shine, Hoppes</i>
How often do you clean the bore? (Months or Number of rounds) <i>After each time it is fired</i>
How often do you clean the action? (Months or Number of rounds) <i>After each time it is fired</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>Never</i>
Brand of lubricant used: <i>Hoppes</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>After each time rifle is fired or gotten wet</i>
How often do you lubricate the action? (Months or Number of rounds) <i>After each time rifle is fired or gotten wet</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>Never</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Not since owning it.</i>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:
<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>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling.</p> <p style="padding-left: 40px;">Preferably,</p> <p style="padding-left: 40px;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

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.

ARS LABEL REQUEST FORM

DATE: 11/29/2012	Service Request # SR00036878
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:	GREG KUPILLAS 18487 S. VALLEY VISTA RD. MULINO, OR 97042 US SR00036878 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 29, 2012 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065535536
 REF 1:SR00036878
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 13.52	PUB+HANDLING	13.52

ATTN: Product Service







