

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7530

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
264457	4/10/2012	3/27/2012	4/17/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robert	Rosenswie	6230 Genesee Rd.	Springville	NY	14141		H 716-592-9271 C 716-560-2841

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot a hole in house 25 yrs ago	Cause:4038 Could Not Duplicate Concern		Unknown
S	FSR	Concern:1007 Fired on Safe Release		
C				

3/27/12: Customer called in. He stated the rifle had FSR & shot a hole in house 25 years ago. He said he saw the CNBC show & felt he should call us about the rifle. Customer did not ask for compensation for house damage. No injury reported. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/222 REM	n/a	29736	DJ	9/1/1962
Date Purchased	Where Purchased	Accessories	Original Owner			
			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
Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30					

3/27/12: Mailing ARS & forms. Sending box from Madison office. df 4/17/12: Per Ilion - Could not duplicate concern. Replace TA, clean & test fire under BLM - quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 222 REM
	Date Code		DJ
	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; Not 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	MARS,DENTS
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.008
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,LITE RUSTING
	Pull	--Select--	4.5#
	Altered	True	SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	

# Remington®

20"  
059/62  
45"  
008

7530

March 27, 2012

Robert Rosenswie  
6230 Genesee Rd.  
Springville, NY 14141  
Phone: 716-592-9271

Ref: # 7530, Model 700, Serial # 29736

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility 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

could not dep. concern

Serial  
Number:

29736

Model: 700



RE00264457

RECEIVED  
APR 16 2012

BY:.....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://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](http://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.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>	03/28/2012
SR00016250	29736	<b>Date Printed:</b>	03/28/2012

Model 700 Center Fire Caliber: 222

**Customer:**

ROBERT ROSENSWIE  
6230 GENESEE RD.  
SPRINGVILLE, NY 14141 US

**Destination:**

Arms Services  
14 Hoefler 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

*SAFTY MODIFACTION PRO GRAM, CROSS BOLT SAFTY*

**Service Request Section**

Product Service # 7530

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

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



Bob Rosenswie  
6230 Genesee Rd  
Springville, NY 14141-9797

Model Number: <u>700</u>		Serial Number: <u>29736</u>	
Name: <u>ALBERT ROSENSWIE</u>		Date of Purchase: <u>1958?</u>	
Address (no PO Boxes): <u>6230 GENESSEE RD</u>			
City: <u>SPRINGVILLE</u>		State: <u>NY</u>	Zip: <u>14141</u>
Phone (Daytime): <u>716 592-9271</u>		Fax: <u>716 560-2841</u> Cell	
E-mail Address: <input type="text"/>			
Please describe your problem: <div style="border: 1px solid black; padding: 10px; min-height: 100px;"><u>SAFETY MODIFICATION PROGRAM</u> <u>CROSS BOLT SAFETY</u></div>			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.			
:: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

## ARS LABEL REQUEST FORM

<b>DATE:</b> 03/28/2012	<b>Service Request #</b> SR00016250
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	<b>email address:</b> I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	ROBERT ROSENSWIE 6230 GENESEE RD. SPRINGVILLE, NY 14141 US SR00016250  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b>  Arms Services

4XX596    MAR 28, 2012    ACT WT 10.0 LBS    #PK 1  
 SVC GNDCOM    BL WT 10.0 LBS  
 TRACKING# 1Z4XX5968086452387    ALL CURRENCY USD  
 REF 1:SR00016250  
 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 8.65    PUB + HANDLING 8.65

<b>ATTN: Product Service</b>
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# ShipRequest™



Ship To: Robert Rosenswie  
Company:  
Address 1: 6230 Gensee Rd.  
Address 2:  
Address 3:  
City: Springville  
State/Province: New York  
ZIP/Postal Code: 14141  
Country: United States  
email:  
Phone:  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Mon, April 2, 2012  
Package ID: 8851

Special Instructions:

Sender Name: Dell Marie Fulcher  
email: dell.fulcher@remington.com  
Prepared By: Dell Fulcher  
Phone: 336-548-8686

Acct # : 230145 Date: 03-28-12 22 lb 3 oz  
Cust # :  
Zip/Zone: 0DL0000006705  
Trk # : 14141 / 4  
Pkg ID #: 1Z4XXS960300027950  
Service : 8851 UPS Ground

Base \$	11.63
Spc S \$	2.00
Addl \$	0.00
Total \$	13.63







