

Remington Arms Co., Inc.
Product Service
Legal Case #:8688

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
305661	3/22/2013	3/8/2013	3/27/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Daniel	Novitski	110 Willow	Plymouth	PA	18651		C 413-579-2651 E dnovitski6@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when closing bolt Concern:1008 Fired on Bolt Closing			
C				

3/8/13 Per email from Loschin/Zook, a friend of Zook had a problem with a 710 rifle. Last year while sighting in the rifle for deer season, a cartridge was placed in the chamber, when he closed the bolt, the gun fired. I would like to have the firearm checked out, serviced, etc. to make sure it is operating safely.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	710/270 WIN	27408	71058988	CW	4/26/2002 3:02:05 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	SCOPE BASE, SLING	U			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Check over, repair, adjust, clean and test as needed at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	27.00	3/27/2013				

3/8/13 Called Daniel and offered to send prepaid shipping label to have it come for inspection. He agreed.cm 3/27/13 Will check over, repair, adjust, clean as needed at no charge as goodwill gesture. Will function check and test fire with a slave magazine.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/25/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	OLD STYLE TRIGGER ASSEMBLY NO LONGER AVAILABLE FOR REPAIR
	Description		22" 270 WIN
	Date Code		CW
	Bore Plugged	False	

Barrel	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	ACTION UNDER STOCK RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SLING

Remington®

4.5th
CW4/02

March 8, 2013

8688

Daniel Novitski
110 Willow
Plymouth, PA 18651

Subject: Case #8688, Model 710, SR# 47359

Dear Mr. Novitski,

Please include a copy of this letter with the firearm as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "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

Serial Number: 71058988

Model: 710



RE00305661

could not sup. concerns
T.A. + Acc. dirty + rusty

RECEIVED
MAR 26 2013

BY:.....

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

PS 30812

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com



ATTN: Prod Serv #8688

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.**

Service Request Number SR00047359	Serial Number / Description 71058988 Model 710 RIFLE Caliber: 270	Date of Request: 03/08/2013 Date Printed: 03/08/2013
Customer: DANIEL NOVITSKI 110 WILLOW PLYMOUTH, PA 18651 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

Prod Serv #8688

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

Mitchell, Christy

From: Loschin, John
Sent: Friday, March 08, 2013 10:10 AM
To: Mitchell, Christy
Subject: FW: firearm service

8688

Please assist

From: Zook, Robert R.
Sent: Friday, March 08, 2013 9:58 AM
To: Loschin, John
Cc: Novitski, Daniel J
Subject: firearm service

John,

Last week, when we were on the phone, I mentioned that a buddy of mine has rifle that fired when he closed the bolt. Here is the information.

Model 710

Caliber: 270 win

Serial #: 71058988

Issue: while sighting in the rifle, a cartridge was placed in the chamber, when he closed the bolt, the gun fired

I would like to have the firearm checked out, serviced, etc.. to make sure it is operating safely! If there are any charges, please let me know.

This is a long-time family friend of mine and want to make sure all is well.

Home address:

Daniel Novitski

110 Willow

Plymouth, PA 18651

(413) 579-2651 – cell phone

Please let me know if you need more information. I have copied Dan on this email in case you need an email address.

Thank you,

Zook

ARS LABEL REQUEST FORM

DATE:	03/08/2013	Service Request #	SR00047359
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelcs	email address:	Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.remington.com

LABEL INFORMATION

MAIL LABEL TO:	DANIEL NOVITSKI 110 WILLOW PLYMOUTH, PA 18651 US SR00047359 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 MAR 8, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065206598
REF 1:SR00047359
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE	CHRG:	SVC T/P USD
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 9.04	PUB+HANDLING	9.04

ATTN: Prod Serv #8688







