

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8928

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
314735	7/8/2013	5/17/2013	7/15/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Clint	Hlebechuk	290 Crestwood Cir	Homer	AK	99603		H 907-235-1599 W 907-235-2237 E clint@bearviewing.pro

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when releasing safety	Cause:4063 Sent in for Evaluation Concern:1007 Fired on Safe Release		Unknown
C				

5/17/13 Per email sent to Remington.com, incid #130513-000005, "The 700 ADL, serial number #275726 in 30-06 caliber was brought to me by my good friend to help mount a new scope on it and check out why it was so difficult to load the magazine. The rifle sees little use and is in good shape with some rust freckles on the barrel from being exposed to a salt water environment". "We took the bolt out of the rifle and removed the stock to better give the rifle a good cleaning (we did not disassemble the bolt or remove the trigger assembly as they seemed in good condition). Nothing seemed amiss, the forward sling stud bolt was missing (we replaced)" "lubricated with G96 Gun Treatment, wiped down. I cycled 20 rounds of reloaded ammunition through the rifle to see that the reloaded ammunition fed properly which it did and there was no problem with the rifle discharging. The rifle was stored in a vertical rack overnight" "At the range today, Jack and the Range-master placed the rifle in a sled pointed downrange. Jack opened the bolt and placed the rifle on safe then proceeded to carefully load 4 rounds to the magazine. Upon getting loading the magazine Jack then closed the bolt and proceeded to aim the rifle at the target. Once the crosshairs were centered on the target Jack moved the safety to the fire position and BANG!! the firearm discharged by itself. The Rangemaster indicated this has happened before on 700 models, but they could not get the rifle to repeat the action and the range master would not allow further use of the rifle until someone inspected it. Jack brought the rifle immediately to me and at first I could not get the rifle to misfire as it did at the range. I then asked Jack to show me exactly how he operated the rifle prior to the misfire at the range. Jack did everything properly, but with one exception, HE PLACED THE SAFETY IN THE SAFE POSITION WHILE THE BOLT WAS COMPLETELY OPEN AND LEFT IT ON THE SAFE POSITION AS HE CLOSED THE BOLT." "IN JACK'S MANNER OF PLACING THE RIFLE IN THE SAFE POSITION WHILE THE BOLT WAS OPEN AND THEN CYCLED CLOSED, THE RIFLE MISFIRED EVERY TIME THE SAFETY WAS THEN MOVED TO THE FIRE POSITION! I did this three consecutive times. I then removed the stock and inspected the trigger and bolt. I found more than the normal amount of G96 gun treatment on the bolt and trigger area (remember I sprayed this rifle down the day previous and stored it in vertical position overnight) I then used gun scrubber to remove excess light lubricant on trigger assembly and bolt, testing gave no misfire after that. I even tried the unorthodox method of placing the rifle on safe when the bolt was completely open, closing the bolt while leaving the safety on and then moving the selector to the fire position, NO MISFIRE." "(Jack Polster is 74 years old, but don't let that fool you as he canoed the Stoney River 500 miles just three years ago)"cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	275726	CP	4/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			

[http://cps03sp01.remington.com:99/Remington\\_PSA/PrintDisplay.aspx?ID=8928&Type=...](http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=8928&Type=...) 7/18/2013

U

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

<b>Settlement</b>	<b>Release of Claims</b>	<b>Release Date</b>	<b>Reimbursement</b>	<b>Cash Settlement</b>	<b>Reim. Date APV</b>	<b>Cash Date APV</b>
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Per Ilion -  
Quote to repair  
under BLM

<b>Repair/Replacement Cost</b>	<b>Repair/Replacement Date</b>
\$29	

5/17/13 Emailing ARS.cm 7/16/13: Per Ilion - Trigger is contacting inside of bent trigger guard. Can offer to replace trigger guard at 1/2 cost, replace TA, clean & test under BLM - quote. df 7/17/13: Tried to call customer & he was not at 907-235-2237. I was asked to call 907-235-1599. I called that number & received a busy signal. df 7/18/13: Emailed quote to customer with our findings & request for approval & payment of the quote. Customer called & apprvd quote, paid by CC#. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/15/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4063	Sent in for Evaluation	TRIGGER GUARD IS BENT AND TRIGGER CONTACTS INSIDE OF GUARD CAUSING TRIGGER TO BIND AND NOT RETURN.
Barrel	Description		22" 3006 SPRG
	Date Code		CP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
		Slightly Worn;	

Bolt	Face	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---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	SOME LITE RUSTING, TRIG GUARD BENT
	Stock Condition	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---	.009
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	TRIG CONTACTS BENT TRIG GUARD TRIG BINDS,NOT RETURNING
	Pull	---Select---	4#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

**Fulcher, Dell Marie**

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**From:** Fulcher, Dell Marie  
**Sent:** Thursday, July 18, 2013 3:12 PM  
**To:** 'clint@bearviewing.pro'  
**Subject:** Remington Ref# 314735  
**Attachments:** mad2-sharp-front@remington.com\_20130718\_140853.pdf

**Importance:** High

Please see attachment.

Our exam shows the trigger guard is bent causing the trigger to contact inside of the trigger guard and causing trigger to bind and not return properly.

Please contact us with approval and payment on the quote.

Sincerely,

Dell Marie Fulcher | Consumer Affairs Administrator Remington Arms Company, LLC

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or 336.548.7883 | Email:

[dell.fulcher@remington.com](mailto:dell.fulcher@remington.com) Freedom Group Family of Companies: Remington | Marlin | Bushmaster  
Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis |  
Dakota Arms | Parker Gun | Para USA

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

# Quotation

## Remington Service

PO Box 700  
Madison, NC 27025-0700

# Estimating Report

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

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	07/08/2013
RE00314735	275726	<b>Estimate Date:</b>	07/16/2013
	Model 700 Center Fire Caliber: 3006 SPRG	<b>Date Printed:</b>	07/17/2013

<b>Customer:</b>	<b>Return To:</b>
CLINT HLEBECHUK 290 CRESTWOOD CIR HOMER, AK 99603 US	CLINT HLEBECHUK 290 CRESTWOOD CIR HOMER, AK 99603 US

Please Circle One:  
 VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_  
 Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_

If you desire any change, please use the reverse side for your comments and mark this box.

### Problems

<b>Reported</b>	<b>Found</b>
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
	M238 - CLEAN & INSPECT (SAFETY PROGRAM ONLY)
	M240 - BOLT LOCK SAFETY MODIFICATION

### Technician Comments

trigger is contacting inside of bent trigger guard causing trigger not to return properly.can offer to replace trigger guard at 1/2 normal cost and re place trigger assembly under bolt lock program for \$20.00 + shipping

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
F94489	Part	700 ADL TRIG GUARD GLOSS BLACK	1	Billable	1	33.00	50	16.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

**Sub Total:** 53.50  
**Est Sales Tax:** .00

**Grand Total:** \$53.50

**Fulcher, Dell Marie**

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**From:** Clint [clint@bearviewing.pro]  
**To:** Fulcher, Dell Marie  
**Sent:** Thursday, July 18, 2013 3:56 PM  
**Subject:** Read: Remington Ref# 314735

Your message

To:  
Subject: Remington Ref# 314735  
Sent: Thursday, July 18, 2013 3:12:27 PM (UTC-05:00) Eastern Time (US & Canada)

was read on Thursday, July 18, 2013 3:56:29 PM (UTC-05:00) Eastern Time (US & Canada).

**Fulcher, Dell Marie**

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**From:** Mail Delivery Subsystem [MAILER-DAEMON@at4mhib53.myregisteredsite.com]  
**To:** clint@bearviewing.pro  
**Sent:** Thursday, July 18, 2013 3:13 PM  
**Subject:** Relayed: Remington Ref# 314735

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

[clint@bearviewing.pro](mailto:clint@bearviewing.pro)

Subject: Remington Ref# 314735

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv #8928

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.**

22"  
CP4/  
4A  
.00

<b>Service Request Number</b> SR00053306	<b>Serial Number / Description</b> 275726	<b>Date of Request:</b> 05/17/2013 <b>Date Printed:</b> 05/17/2013
<b>Customer:</b> CLINT HLEBECHUK 290 CRESTWOOD CIR HOMER, AK 99603 US	<i>8928</i>	<b>Destination:</b> Arms Services 14 Hoeffler Ave Ilion, NY 13357 US
<b>Email:</b>		<b>Email:</b>

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 #8928

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

275726  
Model: 700



RE00314735

**RECEIVED**  
JUL 16 2013

BY:.....

*TRIG. IS CONTACTING INSIDE OF BENT TRIG. Guard. CAN offer to rep. T.G. AT 1/2 COST + REP. TPA, CLEAN & TEST AND BLP FOR \$20 +*

*Q*

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

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

Model Number: <u>700 ADL</u>	Serial Number: <u>275726</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>JACK POLSTER</u>	Date of Purchase: <u>a long time ago</u>
Address (no PO Boxes): <u>290 Crestwood Circle</u>	
City: <u>FOMER</u>	State: <u>AK</u> <u>Alaska</u> Zip: <u>99603</u>
Phone (Daytime): <u>907-235-2234</u>	Fax: <u>907-235-9461</u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>CLINT @ BEARVIEWING. PRO</u>	
Additional contact info: <u>907-235-1599</u>	
Please describe your problem and date of occurrence: <u>See attached letter</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Rem <del>Case</del> 150gr SP</u>	Type: <u><del>REM-UMC</del></u>
Other (i.e. bullet weight/type, shot size, powder): <u>165gr <del>Mister</del> Partition <del>JMR</del></u>	
Handload Information:	
Powder Used: <u>JMR 4350</u>	Powder Weight: <u>56.2gr</u>
Case/Hull Used: <u>Rem</u>	Primer Used: <u>CCI</u>
Bullet Type/Shot Size: <u>165gr</u>	Reloader Used: <u>R.C.B.S.</u>
What were the weather conditions when you had a problem?	

**Firearms Care (Cleaning and Lubrication):**

Brand of cleaning solution used: Gun Scrub + G-96 Gun Treatment

How often do you clean the bore? (Months or Number of rounds) Every Use 4 times annually " "

How often do you clean the action? (Months or Number of rounds) Every Use " "

How often do you clean the trigger assembly? (Months or Number of rounds) Never

Brand of lubricant used: G-96 Gun Treatment

How often do you lubricate the bore? (Months or Number of rounds) Every Cleaning 4 times Ann

How often do you lubricate the action? (Months or Number of rounds) Every Cleaning " "

How often do you lubricate the trigger assembly? (Months or Number of rounds) Never

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?  
 YES  NO

When was the last time that your firearm was serviced by a reputable repairman/gunsmith? Never

What were the services performed? \_\_\_\_\_

**⚠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.**

:: 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.  
 :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.

On 5/12/2013 10:58 PM, Alaska's Hallo Bay Bear Camp wrote:

Good Morning,

Looking around online it seems there may or may not be a problem with the Remington 700, but after today I believe there may be a problem.

Let me clear the air right up front here, I am not looking to sue anyone as no one was hurt is the inadvertent discharge of a 700 ADL 30-06 at the range today. There are good reasons for range safety practices and the unexpected discharge of this rifle in the sled today made them religiously clear.

The 700 ADL, serial number #275726 in 30-06 caliber was brought to me by my good friend to help mount a new scope on it and check out why it was so difficult to load the magazine. The rifle sees little use and is in good shape with some rust freckles on the barrel from being exposed to a salt water environment (crossing bay in open skiff in Alaska) We took the bolt out of the rifle and removed the stock to better give the rifle a good cleaning (we did not disassemble the bolt or remove the trigger assembly as they seemed in good condition). Nothing seemed amiss, the forward sling stud bolt was missing (we replaced) We installed a typical 3x9 scope with Weaver mounts, put a new sling on the rifle and replaced the old recoil pad.

The rifle was cleaned, lubricated with G96 Gun Treatment, wiped down. I cycled 20 rounds of reloaded ammunition through the rifle to see that the reloaded ammunition fed properly which it did and there was no problem with the rifle discharging. The rifle was stored in a vertical rack overnight (this may be a key to the problem)

At the range today, Jack and the Range-master placed the rifle in a sled pointed downrange. Jack opened the bolt and placed the rifle on safe then proceeded to carefully load 4 rounds to the magazine. Upon getting loading the magazine Jack then closed the bolt and proceeded to aim the rifle at the target. Once the crosshairs were centered on the target Jack moved the safety to the fire position and BANG!! the firearm discharged by itself. The Rangemaster indicated this has happened before on 700 models, but they could not get the rifle to repeat the action and the range master would not allow further use of the rifle until someone inspected it.

Jack brought the rifle immediately to me and at first I could not get the rifle to misfire as it did at the range. I then asked Jack to show me exactly how he operated the rifle prior to the misfire at the range. Jack did everything properly, but with one exception, HE PLACED THE SAFETY IN THE SAFE POSITION WHILE THE BOLT WAS COMPLETELY OPEN AND LEFT IT ON THE SAFE POSITION AS HE CLOSED THE BOLT. (normally one would not move the rifles safety to safe until the bolt was closed) IN JACK'S MANNER OF PLACING THE RIFLE IN THE SAFE POSITION WHILE THE BOLT WAS OPEN AND THEN CYCLED CLOSED, THE RIFLE MISFIRED EVERY TIME THE SAFETY WAS THEN MOVED TO THE FIRE POSITION! I did this three consecutive times. I then removed the stock and inspected the trigger and bolt. I found more than the normal amount of G96 gun treatment on the bolt and trigger area (remember I sprayed this rifle down the day previous and stored it in vertical position overnight)

I then used gun scrubber to remove excess light lubricant on trigger assembly and bolt, testing gave no misfire after that. I even tried the unorthodox method of placing the rifle on safe when the bolt was completely open, closing the bolt while leaving the safety on and then moving the selector to the fire position, NO MISFIRE.

While I believe we found the actions that induced the misfire, we do not know why it does that. Knowing this can happen, how can we make the rifle safe to use, a new trigger, a new bolt, a new update, just tell us and we will do it.

Between my wife and I we own a number of Remington rifles and shotguns and they have preformed flawlessly over the years. However I do not own a 700 series so Jack's rifle was an eye opening experience to me and we are going to need to restore his faith in the rifle and the brand.

I look forward to your call or response to this matter.

Clint Hlebechuk  
Hallo Bay  
907-235-2237

<b>Reference #</b> 130513-000005
<b>Status</b> Solved
<b>Assigned To Administrators</b> DavidS -
<b>Product</b> Firearms
<b>SLA</b> Not specified
<b>Queue</b> CSR
<b>Date Created</b> 05/13/2013 03:14 AM
<b>Date Initial Solution Response</b> 05/13/2013 02:45 PM
<b>Last Updated</b> 05/17/2013 03:45 AM
<b>Date Closed</b> 05/17/2013 03:45 AM
<b>Customer SmartSense</b> +1 (on -3 to +3 scale)
<b>Staff SmartSense</b> +1 (on -3 to +3 scale)

## Remington 700 ADL auto discharge upon moving safety to fire position

### Discussion Thread

**Response (DavidS -)** 05/13/2013 02:45 PM  
Please call us today at 800 243-9700 regarding your rifle. Thank you!

**Customer (Alaska's Hallo Bay Bear Camp)** 05/13/2013 03:14 AM  
Good Morning,

Looking around online it seems there may or may not be a problem with the Remington 700, but after today I believe there may be a problem.

Let me clear the air right up front here, I am not looking to sue anyone as no one was hurt is the inadvertent discharge of a 700 ADL 30-06 at the range today. There are good reasons for range safety practices and the unexpected discharge of this rifle in the sled today made them religiously clear.

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While I believe we found the actions that induced the misfire, we do not know why it does that. Knowing this can happen, how can we make the rifle safe to use, a new trigger, a new bolt, a new update, just tell us and we will do it.

The loading of the magazine is definitely an issue as the follower see-saws easily and one tends to load the cartridges to the back of the magazine (they still feed when doing that, but jamming will result after several attempts. It seems the magazine box and follower are about a 3/8"- 1/2" inch longer than it needs to be so I questioned my friend if he ever replaced any parts, he did not and the rifle is as he purchased it years ago and has many successful hunts with it. (Jack Polster is 74 years old, but don't let that fool you as he canoed the Stoney River 500 miles just three years ago) Looking online I see where some of the ADLs have a small shallow channel inletted into the wood where the magazine spring rests in the stock, the rifle in question does not have this feature and it appears from visible polished marks caused by the spring which must move around a considerable amount as the rifle is being loaded with cartridges. HOW DO I FIX THIS PROBLEM? As it is, my instruction to Jack in a "need to reload quickly hunting situation" is not to attempt to reload to the magazine, but rather treat the rifle as a single shot inserting one round into the chamber and hope it does not happen with a charging bear. I am going to place a piece of sheet cork or rubber about 1/8" thick at the bottom of the magazine well to see if that will arrest the sliding movement of the magazine spring. If you have a better suggestion I would like to hear it.

Between my wife and I we own a number of Remington rifles and shotguns and they have preformed flawlessly over the years. However I do not own a 700 series so Jack's rifle was an eye opening experience to me and we are going to need to restore his faith in the rifle and the brand.

I look forward to your call or response to this matter.

Clint Hlebechuk  
Hallo Bay<<http://www.hallobay.com>>  
907-235-2237

**Primary Contact**

**First Name:** Alaska's  
**Last Name:** Hallo Bay Bear Camp  
**Organization:**  
**Login:** hallobay@acsalaska.net  
**Title:**  
**Contact Type:**  
**Email:** hallobay@acsalaska.net  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

# Service Request

*Remington Service*  
PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://www.Remington.com)



ATTN: Prod Serv #8928

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b> SR00053306	<b>Serial Number / Description</b> 275726	<b>Date of Request:</b> 05/17/2013 <b>Date Printed:</b> 05/17/2013
<b>Customer:</b> CLINT HLEBECHUK 290 CRESTWOOD CIR HOMER, AK 99603 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	<b>Email:</b>

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**  
MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**  
Prod Serv #8928

**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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00

# Service Request

*Remington Service*

PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://www.Remington.com)



ATTN: Prod Serv #8928

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.**

<b>Service Request Number</b> SR00053306	<b>Serial Number / Description</b> 275726	<b>Date of Request:</b> 05/17/2013 <b>Date Printed:</b> 05/17/2013
<b>Customer:</b> CLINT HLEBECHUK 290 CRESTWOOD CIR HOMER, AK 99603 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	<b>Email:</b>

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 #8928

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  
**Grand Total:** \$ .00

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) <<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)

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Arms Services  
SR# SR00053306  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Prod Serv #8928



1 OF 1

RETURN SERVICE  
CUSTOMER RECEIPT

SHIP TO:  
PROD SERV #8928  
ARMS SERVICES  
14 HOEFLER AVE  
ILION NY 13357



CUSTOMER SERVICE  
800-742-5877

PACKAGE CONTENTS: Repair-ADULT SIGNATURE REQ'D

REF 1:SR00053306

**IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS**  
This document is a receipt only and you are named on the attached label/document exclusively for identification purposes. The contract of carriage is between UPS and its customer. There is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collects the goods on behalf of its customer and accepts no liability whatsoever to you or anyone other than its customer for any loss, delay, or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER  
RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6539 3163



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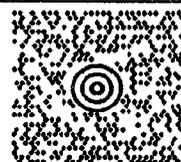
CLINT HLEBECHUK  
290 CRESTWOOD CIR  
HOMER AK 99603

10 LBS

1 OF 1

RS

SHIP TO:  
PROD SERV #8928  
ARMS SERVICES  
14 HOEFLER AVE  
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6539 3163



BILLING: 3RD PARTY  
DESC: Repair-ADULT SIGNATURE REQ'D  
RETURN SERVICE

REF 1:SR00053306

US 15.0.16

LP2844 39.0A 04/2013



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1 OF 1

RETURN SERVICE  
CUSTOMER RECEIPT

SHIP TO:  
PROD SERV #8928  
ARMS SERVICES  
14 HOEFLER AVE  
ILION NY 13357



CUSTOMER SERVICE  
800-742-5877

PACKAGE CONTENTS: Repair-ADULT SIGNATURE REQ'D

REF 1:SR00053306

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RETURNING THE MERCHANDISE

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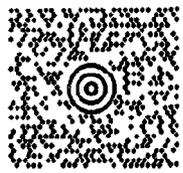
CLINT HLEBECHUK  
290 CRESTWOOD CIR  
HOMER AK 99603

10 LBS

1 OF 1

RS

SHIP TO:  
PROD SERV #8928  
ARMS SERVICES  
14 HOEFLER AVE  
ILION NY 13357

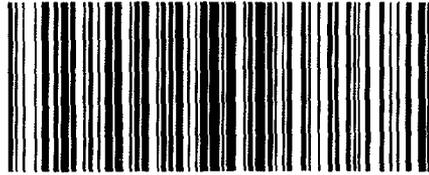


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6539 3163



BILLING: 3RD PARTY  
DESC: Repair-ADULT SIGNATURE REQ'D  
RETURN SERVICE

REF 1:SR00053306

NS 15.0.16

LP2844 39.0A 04/2013



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Regulations. Exemptions contrary to law is prohibited.

## ARS LABEL REQUEST FORM

DATE: 05/17/2013	Service Request #	SR00053306
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: mitchells	email address:	Christy.Mitchell@remington.com

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

<b>MAIL LABEL TO:</b>	CLINT HLEBECHUK 290 CRESTWOOD CIR HOMER, AK 99603 US SR00053306  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX596      MAY 20, 2013      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065393163  
 REF 1:SR00053306  
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DY 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 25.92
TOT PUB CHG 25.92		

<b>ATTN: Prod Serv #8928</b>
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