

Remington Arms Co., Inc.
Product Service
Legal Case #:8811

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
308687	4/22/2013	4/17/2013	4/23/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kurt	Kattrein	5130 Ridge Rd	Cazenovia	NY	13035		H 315-439-8700 E kattrein@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when taking safety off	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

4/17/13 Per call from Kurt, he loaded his rifle and when he took the safety off it fired. It's unaltered and he is the 2nd owner. He stores it in a safe with a golden rod. He knows how to take care of his firearms.cm 4/26 Additional cleaning information provided by Kurt in form with rifle: He uses Rem oil. How often do you clean the bore: gun was not shot for many years. N/A as answer for how often do you clean, how do you lubricate all parts. He states he has reviewed the cleaning and maintenance recommendations from out site. When was the last time that your firearm was serviced by a reputable gunsmith? Never What were the services performed? Never

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/6MM REM	n/a	A6662063	DQ	9/17/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	LEW HORTON SOUTHBOROUGH MA		N			

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
			Remington/700/CF/BA			
Per Ilion, replace TPA, clean and test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	29.04	4/26/2013				

4/17/13 Emailing ARS.cm 4/26/13 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Replace TPA, clean and test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date		4/23/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 6MM REM
	Date Code		DQ
	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; 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---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv #8811

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.

zz'
DQ 9/7
2#
013

Service Request Number SR00050857	Serial Number / Description A6662063	Date of Request: 04/17/2013 Date Printed: 04/17/2013
Customer: KURT KATREIN 5130 RIDGE RD CAZENOVIA, NY 13035 US Email: kattrein@aol.com	<u>8811</u>	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 #8811

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

A6662063

Model: 700



RE00308687

could not dup, conceal
T.A. set screws & lt. rep.
TPA, clean & test and
BEP Cor 20

RECEIVED
APR 25 2013

BY:.....

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

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Rem oil
How often do you clean the bore? (Months or Number of rounds)	Gun was not shot for many years
How often do you clean the action? (Months or Number of rounds)	NA
How often do you clean the trigger assembly? (Months or Number of rounds)	NA
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	NA
How often do you lubricate the action? (Months or Number of rounds)	NA
How often do you lubricate the trigger assembly? (Months or Number of rounds)	NA
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a reputable repairman/gunsmith?	
Never	
What were the services performed?	
Never	
<p>⚠ 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. :: 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.</p>	

Gun has been stored in safe for many years. Recently I went to shoot gun & when I took safety off it Filed! This is not a safe situation, please advise Kurt

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



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Service Request Number	Serial Number / Description	Date of Request: 04/17/2013			
SR00050857	A6662063	Date Printed: 04/17/2013			
Customer:		Destination:			
KURT KATTREIN 5130 RIDGE RD CAZENOVIA, NY 13035 US		Arms Services 14 Hoefler Ave Ilion, NY 13357 US			
Email: kattrein@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					
Prod Serv #8811					
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		

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	<input type="text"/>
How often do you clean the bore? (Months or Number of rounds)	<input type="text"/>
How often do you clean the action? (Months or Number of rounds)	<input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds)	<input type="text"/>
Brand of lubricant used:	<input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds)	<input type="text"/>
How often do you lubricate the action? (Months or Number of rounds)	<input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a reputable repairman/gunsmith?)	<input type="text"/>
What were the services performed?)	<input type="text"/>
<p>⚠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. :: 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.</p>	

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# SR00050857
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #8811



Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv #8811

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

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Sub Total:	.00
Est Sales Tax:	.00
Grand Total:	\$.00

ARS LABEL REQUEST FORM

DATE: 04/17/2013	Service Request #	SR00050857
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: mitchells	email address:	Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	KURT KATTREIN 5130 RIDGE RD CAZENOVIA, NY 13035 US SR00050857 Email: kattrein@aol.com
RETURN ITEM TO:	ILN Arms Services



4XX596 APR 17, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969067891791
 REF 1:SR00050857
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	RS 1.00
DV 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 9.54
TOT PUB CHG 9.54		

ATTN: Prod Serv #8811	
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