

Remington Arms Co., Inc.
Product Service
Legal Case #:9491

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329387	12/3/2013	11/18/2013	12/4/2013	11/16/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Krisuk	224 W. Northview Ave.	New Castle	PA	16105		W 724-652-7556 x 104 E mrkrisuk@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FBO	Concern:1020 Fired on Bolt Opening			
C				

11/18/13: Customer called in. He stated he was using rifle on 11/16/13 & when he opened the bolt the gun discharged - no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6747568 KY	5/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner		
	REMINGTON ARMS CO WEST GERMANY	TWO PIECE BASE	N		

CONCERN: FBO

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

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
\$29	

11/19/13: Emailed ARS, letter, SR paperwork. Box order# 1564305. df 12/4/13: Per Ilion - Trigger assembly has a dried lube residue causing parts to work sluggish. Replace TA, check over & test under BLM - quote. df 12/9/13: Customer called & spoke w/CSR - apprvd & pd for repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/4/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		KY
	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	
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	MAG OUT OF POSITION
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		BOLT LOCK SAFETY

Safety	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DRIED,STICKY LUBE RESIDUE PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

Estimating Report

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

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.

Repair Number	Serial Number / Description	Date Received:
RE00329387	6747568	12/03/2013
	Model 700 Center Fire Caliber: 30-06	Estimate Date: 12/04/2013
		Date Printed: 12/27/2013

Customer:

MICHAEL KRISUK
224 W. NORTHVIEW AVE.
NEW CASTLE, PA 16105 US

Return To:

MICHAEL KRISUK
224 W. NORTHVIEW AVE.
NEW CASTLE, PA 16105 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

Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

trigger assembly has a dried lubrication residue causing parts to work sluggish. replace trigger assembly, check over and test fire 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
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

PAID

12/9/13

Sub Total: 37.00

Est Sales Tax: 2.22

Grand Total: \$39.22

Remington®

November 18, 2013

9491

Michael Krisuk
224 W. Northview Ave.
New Castle, PA 16105
Phone: 330-212-3212
Email: mrkrisuk@gmail.com

Ref # 9491, Model 700, Serial# 6747568

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and repair will arrive in a separate email. The shipping label is for a UPS Hub or UPS Terminal. 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 and repairing the firearm and will contact me with the results.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686
Fax: 336-548-7872 or 7883

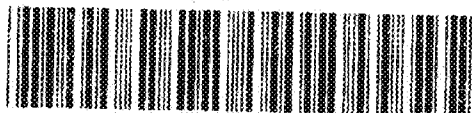
RECEIVED
DEC 04 2013

BY: _____

Serial
Number

6747568

Model: 700



RE00329387

TRIG. ASSM has a dried lube
residue causing parts to
work sluggish in TA.
check cover - best was 300
for 20 +

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

Remington Service

PO Box 700

Madison, NC 27025-0700

ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:316-548-7801

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

Service Request Number SR00068135	Serial Number / Description <u>6747568</u> Model 700 Center Fire Caliber: 3006	Date of Request: 11/19/2013 Date Printed: 11/19/2013																								
Customer: MICHAEL KRISUK 224 W. NORTHVIEW AVE. NEW CASTLE, PA 16105 US Email: mrkrisuk@gmail.com		Destination: Arms Services 14 Hoeffer Ave Hion, NY 13357 US Email:																								
<p>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.</p>																										
<p>Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</p>																										
<p>Service Request Section Product Service # 9491. dmf</p>																										
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3">Parts And Service Details</th> <th>Qty</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Needed</th> <th></th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td colspan="8" style="height: 400px;"> </td> </tr> </tbody> </table>			Parts And Service Details			Qty	Warranty	Price	Disc	Amount	Material	Type	Description	Needed												
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<p>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.</p>					<p>Sub Total: .00 Est Sales Tax: .00 Grand Total: \$.00</p>																					

Remington®

November 18, 2013

11/19/13
Emailed to
Cwt.

Michael Krisuk
224 W. Northview Ave.
New Castle, PA 16105
Phone: 330-212-3212
Email: mrkrisuk@gmail.com

Ref # 9491, Model 700, Serial# 6747568

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Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686
Fax: 336-548-7872 or 7883

enclosure

Remington®

November 18, 2013

COPY

Michael Krisuk
224 W. Northview Ave.
New Castle, PA 16105
Phone: 330-212-3212
Email: mrkrisuk@gmail.com

Ref # 9491, Model 700, Serial# 6747568

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enclosure

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

[illegible]

ATTN: Product Service

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

www.Remington.com

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Service Request Number	Serial Number / Description	Date of Request:	11/19/2013				
SR00068135	6747568	Date Printed:	11/19/2013				
Model 700 Center Fire Caliber: 3006							
Customer:		Destination:					
MICHAEL KRISUK		Arms Services					
224 W. NORTHVIEW AVE.		14 Hoefler Ave					
NEW CASTLE, PA 16105 US		Ilion, NY 13357 US					
Email: mrkrisuk@gmail.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							
Product Service # 9491 . dmf							
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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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	Serial Number / Description	Date of Request:	11/19/2013
SR00068135	6747568	Date Printed:	11/19/2013
Model 700 Center Fire Caliber: 3006			
Customer: MICHAEL KRISUK 224 W. NORTHVIEW AVE. NEW CASTLE, PA 16105 US Email: mrkrisuk@gmail.com		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 # 9491. dmf

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>>) 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# SR00068135
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: mrkrisuk@gmail.com
Sent: Tuesday, November 19, 2013 9:57 AM
Subject: Relayed: Message relayed (mrkrisuk@gmail.com)

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

mrkrisuk@gmail.com

Subject:

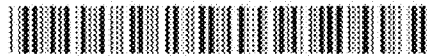
ARS LABEL REQUEST FORM

DATE: 11/19/2013	Service Request # SR00068135
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: XXXXXXXXXX email address:	

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

MAIL LABEL TO:	MICHAEL KRINUK 224 W. NORTHVIEW AVE. NEW CASTLE, PA 16105 US SR00068135 Email: remington@gmail.com
RETURN ITEM TO:	ILN Army Services



41X596 NOV 19, 2013 ALL CURR USD 1 OF 1
SVC ONDCOM ACT WT 10.0 LBS
TRACKING# 124XK0000007708291
REF 1: SR00068135
REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
BY 0.00	COD 0.00	SYD 1.00	
DC 0.00	DSD 0.00	SD 0.00	
SH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 0.73		PUB+HANDLING 0.73	

ATTN: Product Service	
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