

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9424

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 328069 | 11/19/2013  | 11/5/2013       | 11/20/2013  | 11/2/2013     |         |     |          |

## Customer Information

| Type     | Business First Name | Last Name | Street              | City    | State | Zip   | Age | Contact                               |
|----------|---------------------|-----------|---------------------|---------|-------|-------|-----|---------------------------------------|
| Reporter | Toby                | Soltysiak | 2752 Doyle Sch. Rd. | Lachine | MI    | 49753 |     | H 989-884-2990<br>E ttlas_2@yahoo.com |

## Incident Information

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

11/5/13: Customer called in. He stated his dad was sighting rifle on 11/2/13 and the rifle did not fire when he pulled the trigger but it fired when he opened the bolt - no damage, no injury. Customer stated the gun is used. Customer said the gun normally stays in a cabinet & they haven't used a box of shells through it in the past 15 years. df

## Firearm Information

| Mfg.           | Type                        | Model/Ga.     | SKU            | Serial   | Bbl. | DOM      |
|----------------|-----------------------------|---------------|----------------|----------|------|----------|
| Remington      | CF/BA                       | 700/3006 SPRG | n/a            | B6259861 | LB   | 2/2/1981 |
| Date Purchased | Where Purchased             | Accessories   | Original Owner |          |      |          |
|                | MAURICE SPTG GDS CHICAGO IL |               | N              |          |      |          |

CONCERN: DELAYED FIRING

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 |
|---|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion -<br>Quote to repair<br>under BLM |                         |                         |               |                 |                |               |
|   | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|   | \$29                    |                         |               |                 |                |               |

11/6/13: Mailed ARS, letter, SR paperwork. Box order# 1559697. df 11/22/13: Per Ilion - TA dirty & rusty. Trigger is binding to side plates. Replace TA, check over & test under BLM - quote. df 12/2/13: Customer called in & spoke w/a CSR - apprvd & pd quote. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|---------|
|      |          |      |         |

|             |                        |                                |       |
|-------------|------------------------|--------------------------------|-------|
| Examination | Examiner               | B.TRAVIS                       |       |
|             | Exam Date              | 11/20/2013                     |       |
|             | Product Type           | RF                             |       |
|             | Action Type            | A                              |       |
|             | Assigned To            | S.NICHOLS                      |       |
| Cause       | 4015                   | Improper Maintenance           |       |
| Barrel      | Description            | 22" 3006 SPRG                  |       |
|             | Date Code              | LB                             |       |
|             | 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; Not 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          |       |
|             | Lift                   | ---Select---                   | .006  |
|             |                        | Slightly Worn;                 |       |

|              |              |                                |  |
|--------------|--------------|--------------------------------|--|
| Sear         | Notch        | Functioning                    |  |
|              |              | Test Fired                     | False  |
| Feeding Test | Tests        | False                          |  |
| Trigger      | Condition    | Slightly Worn; Not Functioning | DIRTY,RUSTY TRIG BINDS TO SIDEPLATES<br>WILL FOLLOW DOWN |
|              | Pull         | ---Select---                   | 9#   |
|              | Altered      | False                          | SEALANT PRESANT  |
|              | Sub-Assembly | M/700 Bolt Lock                |  |

# 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.

|   |   |  |                                  |
|---|---|--|----------------------------------|
| <b>Repair Number</b><br>RE00328069  | <b>Serial Number / Description</b><br>B6259861<br>Model 700 Center Fire Caliber: 3006 | <b>Date Received:</b> 11/19/2013   | <b>Estimate Date:</b> 11/21/2013 |
|   |   | <b>Date Printed:</b> 12/29/2013  |                                  |
| <b>Customer:</b><br>TOBY SOLTYSIAK<br>2752 DOYLE SCH. RD.<br>LACHINE, MI 49753 US |   | <b>Return To:</b><br>TOBY SOLTYSIAK<br>2752 DOYLE SCH. RD.<br>LACHINE, MI 49753 US |                                  |

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

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

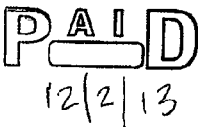
☐ If you desire any change, please use the reverse side for your comments and mark this box.

| Problems  |  |
|---|--|
| <b>Reported</b><br>M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION | <b>Found</b><br>M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION<br>M240 - BOLT LOCK SAFETY MODIFICATION |

**Technician Comments**

trigger assembly dirty and rusty.trigger is binding to sideplates.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    |  |



|                       |                |
|-----------------------|----------------|
| <b>Sub Total:</b>     | 37.00          |
| <b>Est Sales Tax:</b> | .00            |
| <b>Grand Total:</b>   | <b>\$37.00</b> |

# 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.**

22  
LB 2/8  
9\*  
.00

| <b>Service Request Number</b><br>SR00066705  |      | <b>Serial Number / Description</b><br>B6259861<br>Model 700 Center Fire Caliber: 3006 |            | <b>Date of Request:</b> 11/06/2013<br><b>Date Printed:</b> 11/06/2013 |        |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
|--|------|---|------------|---|--------|---------------------------|--|--|--|--|--|--|----------|------|-------------|------------|----------|-------|-------------|--|--|--|--|--|--|--|
| <b>Customer:</b><br>TOBY SOLTYSIAK<br>2752 DOYLE SCH. RD.<br>LACHINE, MI 49753 US  |      | <b>Destination:</b><br>Arms Services<br>14 Hoefler Ave<br>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.  |      |   |            |   |        |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
| <b>Reason For Return</b><br>M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION   |      |   |            |   |        |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
| <b>Service Request Section</b><br>Product Service # 9424. dmf  |      |   |            |   |        |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
| <table border="1"> <thead> <tr> <th colspan="2">Parts And Service Details</th> <th></th> <th></th> <th></th> <th></th> <th></th> </tr> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc Amount</th> </tr> </thead> <tbody> <tr> <td colspan="7"> <div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: <b>B6259861</b></p> <p>Model: <b>700</b></p>  <p><b>RE00328069</b></p> </div> <div> <p><b>RECEIVED</b></p> <p>NOV 22 2013</p> <p>BY: .....</p> <p><i>T.A. Link &amp; Rusty. This is binding to side plates<br/>M. T.A. check over<br/>&amp; rest and BCP Box<br/>→ +</i></p> </div> </div> </td> </tr> </tbody> </table> |      |   |            |   |        | Parts And Service Details |  |  |  |  |  |  | Material | Type | Description | Qty Needed | Warranty | Price | Disc Amount | <div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: <b>B6259861</b></p> <p>Model: <b>700</b></p>  <p><b>RE00328069</b></p> </div> <div> <p><b>RECEIVED</b></p> <p>NOV 22 2013</p> <p>BY: .....</p> <p><i>T.A. Link &amp; Rusty. This is binding to side plates<br/>M. T.A. check over<br/>&amp; rest and BCP Box<br/>→ +</i></p> </div> </div> |  |  |  |  |  |  |
| Parts And Service Details  |      |   |            |   |        |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
| Material   | Type | Description   | Qty Needed | Warranty  | Price  | Disc Amount               |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
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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>   |      |   |            |   |        |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
| <b>Sub Total:</b>  |      |   |            |   | .00    |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
| <b>Est Sales Tax:</b>  |      |   |            |   | .00    |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |
| <b>Grand Total:</b>  |      |   |            |   | \$ .00 |                           |  |  |  |  |  |  |          |      |             |            |          |       |             |  |  |  |  |  |  |  |

|  |  |                                   |                   |
|--|--|-----------------------------------|-------------------|
| <b>Model Number:</b><br>Remington 700  |  | <b>Serial Number:</b><br>B6259861 |                   |
| <b>Name:</b><br>Toby Sottysink   |  | <b>Date of Purchase:</b><br>—     |                   |
| <b>Address (no PO Boxes):</b><br>2052 Doyle School Rd  |  |                                   |                   |
| <b>City:</b><br>hachine  |  | <b>State:</b> mi                  | <b>Zip:</b> 49753 |
| <b>Phone (Daytime):</b><br>989-884-2990  |  | <b>Fax:</b>                       |                   |
| <b>E-mail Address:</b> TTLAS_2@yahoo.com   |  |                                   |                   |
| <b>Please describe your problem:</b><br>GUN Discharged without anyone pulling the Trigger. THE Gun WAS Loaded + would not Fire when we went To Rack the Shell out of THE chamber The Gun Discharged  |  |                                   |                   |
| 500 characters left  |  |                                   |                   |
| <del><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</del>   |  |                                   |                   |
| <p><b>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.</b></p> <p>:: Record the serial number of your firearm before sending it.<br/>         :: 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.)<br/>         :: Remove all accessories from your firearm to prevent loss or damage.<br/>         :: Ship your <del>INSURED</del> 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.</p> |  |                                   |                   |

Use our  
UPS label

## ARS LABEL REQUEST FORM

|   |                                     |
|---|-------------------------------------|
| <b>DATE:</b> 11/06/2013                 | <b>Service Request #</b> SR00066705 |
| <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<br>PO Box 700<br>Madison, NC 27025-0700<br><a href="http://www.Remington.com">www.Remington.com</a> |
|------------------|---|

### LABEL INFORMATION

|                        |   |
|------------------------|---|
| <b>MAIL LABEL TO:</b>  | TOBY SOLTYSIAK<br>2752 DOYLE SCH. RD.<br>LACHINE, MI 49753 US<br>SR00066705<br><br>Email: |
| <b>RETURN ITEM TO:</b> | ILN<br><br>Arms Services  |



4XX696      NOV 6, 2013      ALL CURR USD      1 OF 1  
 SVC GND COM      ACT WT 10.0 LBS  
 TRACKING# 124XX6969066208766  
 REF 1:SR00066705  
 REF 2:

|                             |          |                      |  |
|-----------------------------|----------|----------------------|--|
| HANDLING CHARGE 0.00        |          | SVC T/P USD          |  |
| SINGLE-PIECE PUB RATE CHRG: |          |                      |  |
| 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 10.34           |          | PUB + HANDLING 10.34 |  |

|                              |  |
|------------------------------|--|
| <b>ATTN: Product Service</b> |  |
|------------------------------|--|





