

Remington Arms Co., Inc.
 Product Service
 Legal Case #:4895

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209737	11/8/2010	10/29/2010	11/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Randy	Pilarcik	1086 Prospeot Rd	Evan City	PA	16033		H 724-865-0077 C 724-991-9267 E rpilarcik@state.pa.us

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fires on bolt closing Concern:1008 Fired on Bolt Closing			
C				

10/29/10 Per call from Randy on 10/27, he has a Model 700 7mm-08 that fires on closing the bolt. He called and left another message 10/28 with the address and email address for the ARS to be sent. He asked if we could get it back to him before deer season which starts 11/29.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM-08 REM	n/a	G6276236	WW	8/20/2002 1:46:50 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE	TWO PIECE SCOPE BASE	U			

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
Per Ilion, replace TPA, clean at no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.23	11/12/2010				

10/29/10 Emailing ARS.cm 11/12/10 Per Ilion, will follow down. Trigger and Trig pin rusted, trigger will not return properly. Replace TPA, check over, clean and test fire at no charge as a gesture of goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		22" 7MM08 REM
	Date Code		WW
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	False		
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED TRIG NOT RETURNING PROPERLY
	Pull	---Select---	9#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmRepair Main Repair Inquiry

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

frmREInquiry Repair Inquiry

Repair Number: RE00209737 Serial: 66276236 Model: 700 - Center Fire - Caliber: 7
MM 08REM Produced: 08/20/2002 SKU: 25739

Repairman: Status: Repairing 11/9/2010 12:46:04 PM

Verify Repair

ADDRESS INFORMATION

Customer: Received from Return To: Received from

Name: RANDY PILARCK RANDY PILARCK

Address 1: 1086 PROSPECT RD 1086 PROSPECT RD

Address 2: PO Box PO Box

City: EVANS CITY EVANS CITY

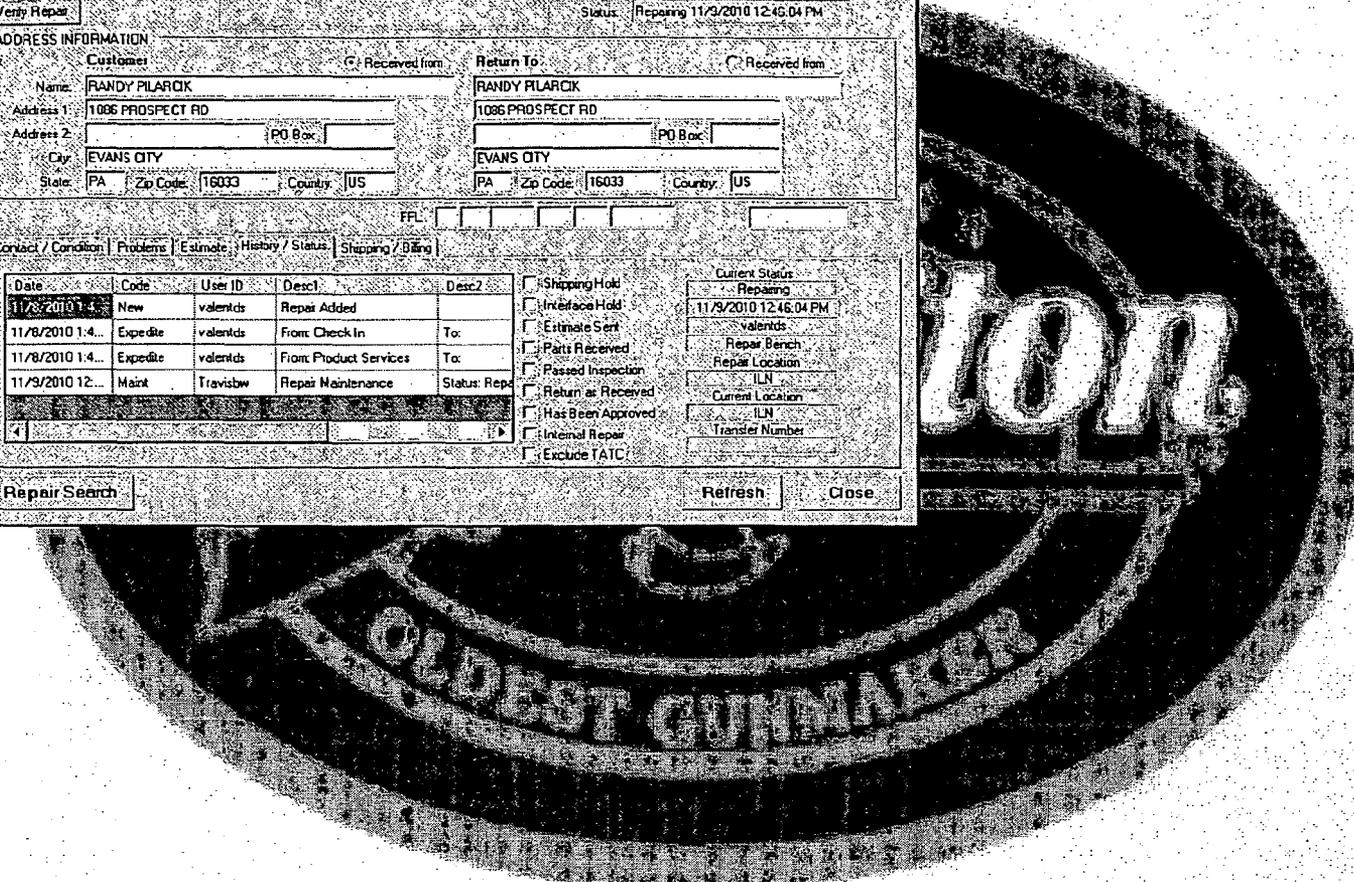
State: PA Zip Code: 16033 Country: US PA Zip Code: 16033 Country: US

FFL: [] [] [] [] [] [] [] [] [] []

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2		Current Status
11/8/2010 1:4...	New	valentds	Repair Added		<input type="checkbox"/> Shipping Hold	Repairing
11/8/2010 1:4...	Expedite	valentds	From: Check In	To:	<input type="checkbox"/> Interface Hold	11/9/2010 12:46:04 PM
11/8/2010 1:4...	Expedite	valentds	From: Product Services	To:	<input type="checkbox"/> Estimate Sent	valentds
11/9/2010 12...	Maint	Travisbw	Repair Maintenance	Status: Repa	<input type="checkbox"/> Parts Received	Repair Bench
					<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return as Received	ILN
					<input type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
					<input type="checkbox"/> Exclude TAIC	Transfer Number

Repair Search Refresh Close



supryfl : ILMProd frmRepairMain 01102R7XPIL Tuesday, Nov 9 2010 11:57 AM

20.23
 27.-

 47.23

RECEIVED
 NOV 10 2010
 BY:

72"
www/oz
q#
1013

4895

October 29, 2010

Randy Pilarcik
1086 Prospeot Rd
Evan City, PA 16033

Subject: #4895, Model 700

Dear Mr. Pilarcik,

Per our email conversation, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 hours. Please include a copy of the attached letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial Number:

G6276236

Model: 700



RE00209737

Will Follow down TRIG. +
TRIG pin rusted, TRIG will NOT
return properly. replace TPA,
check over & clean & TEST fire.
M/C Good - Cell Gesture
#230195

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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA GAME COMMISSION

RANDY W. PILARCIC, WCO
PO BOX 607
PROSPECT, PA 16052
814-432-3187

Remington Arms Company, Inc.

To Whom It May Concern,

You will find my son's Remington Model 700 in .7mm-08 in this box. The problem we have been having as first reported to Remington is that when the bolt is closed, the firearm discharges. While speaking to my son about the problem again before shipping the firearm to you for repairs, I found that when the firearm is on "Safe" and the bolt is slid forward and just prior to firing, the safety is slid from the "Safe" position to the "Fire" position, the firearm discharges.

You will find also that when the bolt is pulled back and then slid forward, the safety will not move and only after sliding the bolt back and putting the safety to the "Safe" position that the safety can then be slid to the "Fire" position, but in doing so, the firearm will discharge.

I'm sure that you will find what I am talking about and will then be able to correct the problem to make the firearm safe to use again. The rifle deer season here in Pennsylvania opens the 29th of November and my son will be anxiously awaiting the return of the firearm.

If you have any questions, please feel free to call me at 724-865-0077 or 724-991-9267 or email at rpilarcik@state.pa.us.

Thanks,

Randy W. Pilarcik

Remington.

www.remington.com

E mail

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	10/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL	Email to him at: <u>rpilarcik@state.pa.us</u>	I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Randy Pilarcik 1086 Prospeot Rd Evan City PA 16033	Email to him at: <u>rpilarcik@state.pa.us</u>
RETURN ITEM TO: Remington Product Service		

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

ved

rpilarcik@state.pa.us

4YX596 OCT 29, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4X596906507324
REF 1-RANDY PILARCIK/CD/CM
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 1.00
DV 0.00	COO 0.00	SD 0.00
DC 0.00	DGS 0.00	SP 0.00
PH 0.00	PR 0.00	PUB+HANDLING 7.95
TOT PUB CHG 7.95		