

BARBER - Kinzer PPS GAL RE 0012485

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5225

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218840	1/13/2011	11/29/2010	1/14/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bob	Szulczewski	117 Kimball Ave.	Golden	CO	80401		H 303-271-9790 W 303-525-5767 E brenovator@aol.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008 Fired on Bolt Closing		Unknown	
C	FBC			

11/29/10: Customer called in. He stated that his rifle fired on bolt closing. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26010	S6492894	KY	5/7/2004 10:19:27 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		Y			

CONCERN:FBC

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
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Per Ilion - Quote  
to repair

Repair/Replacement Cost	Repair/Replacement Date
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11/29/10: Sending ARS, ltr, form. df 1/21/11: Per Ilion - Could not duplicate concern. TA & action dirty & has sand in action. Can offer to replace TA, clean & test fire @ 1/2 normal cost. Customer provided written approval & credit card number. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		26" 300 RUM SS FL, DRILLED FOR BRAKE
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,SAND IN ACTION
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

**QUOTATION**

BARBER - Kinzer PPS GAL RE 0012487

**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

**ESTIMATING****REPORT**

Parts/Repairs

800-243-9700

Fax

336-548-7801

[www.remington.com](http://www.remington.com) [info@remington.com](mailto:info@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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

<b>Repair Order Number</b> RE00218840 <b>Account # - R-</b>	<b>Description/Serial Number</b> S6492894	<b>Date Received -</b> 1/13/2011 <b>Estimate Date -</b> 1/14/2011 <b>Current Date -</b> 1/21/2011
<b>Customer</b> BOB SCZULCZEWSKI 117 KIMBALL AVE.  GOLDEN, CO 80401 US		<b>Return To</b> BOB SCZULCZEWSKI 117 KIMBALL AVE.  GOLDEN, CO 80401 US
<b>Phone (H)</b> (303)-271-9790 <b>Phone (W)</b>	<b>Fax</b>	<b>Email</b> BRENOVATOR@AOL.COM

Please Circle One  
 VISA MC AMEX DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
 PO Number \_\_\_\_\_  
 Daytime Phone (\_\_\_\_) \_\_\_\_\_ Time To Call \_\_\_\_\_ Open Acct. R \_\_\_\_\_  
 Approval: Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box  
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

**Technician's Comments**

ProblemNotes could not duplicate concern.trigger assm dirty and has sand in the action.can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote						
Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
<b>Part</b>						
F306372B	700 SS XMP EA TRIG ASSB RH SILVER (OS)	1	N	\$115.00	50%	\$57.50
<b>Service</b>						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
<b>Sub Total:</b>						<b>\$86.00</b>
<b>Est. Sales Tax:</b>						<b>\$1.73</b>
<b>Grand Total:</b>						<b>\$87.73</b>

BARBER - Kinzer PPS GAL RE 0012487

26"  
145/01  
7#  
016

[COPY]

5225

November 29, 2010

Bob Szulczewski  
117 Kimball Ave.  
Golden, CO 80401  
Ph: 303-271-9790

Serial Number:

S6492894

Model: 700



RE00218840

Ref: # 5225

Dear Mr. Szulczewski,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

could not duplicate concern  
T.A. + act. dirty + has sand  
in action. can offer to  
replace TPA, clean + test  
fire at 1/2 normal cost.

VISA

REDACTED

1322

EXP. 8/13

AUTHORIZE TO \$150.00

*Bob Fulcher*

1322  
JAN 17 2011

BY:.....

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

BARBER - Kinzer PPS GAL RE 0012489

Print

Reset

Model <u>SENDOFF SF</u>		Serial	
Number: <u>700/300 ULTRA MAG</u>		Number: <u>56492894</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>ROBERT K. SZULCZEWSKI</u>		Date of Purchase: <u>2004 - 2005</u>	
Address (no PO Boxes): <u>117 KIMBALL AVE</u>			
City: <u>GOLDEN</u>		State: <u>CO</u>	Zip: <u>80411</u>
Phone (Daytime): <u>303-525-5467</u>		Fax: <u>303-271-9790</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>BRANDVATOR@AOL.COM</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>FIRE WHILE ROUND IS BEING CHAMBERED</u> <u>HAPPEN APPROX. 3 TIMES (TWICE THIS</u> <u>FALL DURING HUNTING SEASON AND ONCE IN</u> <u>2008 DURING SAME PERIOD.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>CURRANT ULTRA MAG</u> <u>NAVY</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180 GR</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

BARBER - Kinzer PPS GAL RE 0012490

Brand of cleaning solution used: _____	
How often do you clean the bore? (Months or Number of rounds) <u>CLEANED AFTER TARGET PRACTICE OR HUNTING (FIRE OR NOT)</u>	
	How often do you clean the action? (Months or Number of rounds) _____
	How often do you clean the trigger assembly? (Months or Number of rounds) _____
	Brand of lubricant used: <u>BORE SCRAMBLE / BREAK FREE CLP</u>
	How often do you lubricate the bore? (Months or Number of rounds) _____
	How often do you lubricate the action? (Months or Number of rounds) _____
	How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
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 Remington authorized repairman/gunsmith? <u>2005</u>	
What were the services performed? <u>DIAGNO - PORTED</u>	
Ship your INSURED firearm by either UPS or Parcel Post to:  <div style="text-align: center;"> <b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b> </div>	
<input type="checkbox"/> <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>  :: 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	

**BARBER - Kinzer PPS GAL RE 0012491**

return address will be refused.

:: Ship your INSURED 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5225 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Bob Szulczewski 117 Kimball Ave. Golden, CO 80401 Ph: 303-271-9790
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 30, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969068739672  
 REF 1:BOB SZULCZEWSKI/CD/DMF  
 REF 2:5225/RIFLE

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRG:  
 DV 0.00 COD 0.00 SVC T/P USD  
 DC 0.00 DGD 0.00 RS 0.50  
 AH 0.00 PR 0.00 SD 0.00  
 TOT PUB CHG 10.54 PUB+HANDLING 10.54











