

**BARBER - Kinzer PPS GAL RE 0013008**

Remington Arms Co., Inc.

Product Service

Legal Case #:4805

**Case Information**

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209164	11/3/2010	10/20/2010	11/4/2010	10/20/2010			X

**Customer Information**

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Laszlo	Lengyel	281 Cricklewood Circle	Lansdale	PA	19446		C 215-896-4534 E ljlengyel@yahoo.com

**Incident Information**

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1007	Fired on Safe Release	Unknown	
C FSR				

10/20/10 @ 11:59am - I spoke w/customer. He stated that his rifle fired when he moved the safety from safe to fire this morning. Rifle was pointed in the air. Safety is now stuck and will not move. dmf

**Firearm Information**

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71155221	LY	2/1/2004 7:44:56 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	Cabela's	SCOPE BASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

**Settlement**

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair @ 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

10/20/10: Sending ARS & letter by email. Sending box. Order# 1150401. dmf 11/5/10: Per Fred S. - Trigger assemb is contaminated with a partially dried & sticky substance. Residue causing parts to work sluggish. Replace tpa, clean & test fire @ 1/2 normal charges - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4805&Type=Case>

11/5/2010

**BARBER - Kinzer PPS GAL RE 0013008**

PS 14896

BARBER - Kinzer PPS GAL RE 0013009

Cause	4015	Improper Maintenance	WILL FOLLOW DOWN
Barrel	Description		22" 30-06 SPR
	Date Code		LY
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED AND STICKY LUBE RESIDUE.PARTS WORK SLUGGISH
	Pull	---Select---	5#

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4805&Type=Case>

11/5/2010

BARBER - Kinzer PPS GAL RE 0013010

	Altered	False
	Sub-Assembly	Other Remington

BARBER - Kinzer PPS GAL RE 0013011

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00209164**

Serial: 71155221 Model: 710 Center Fire Caliber: 30

OS W/SCOPE Produced: 02/01/2004 SKU: 27410

Repairman: **Bruce Travis**

Status: **ApprovalHold 11/4/2010 1:45:27 PM**

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: **LASZLO LENGVEL**

Address 1: **281 CRICLEWOOD CIRCLE**

Address 2: **PO Box**

City: **LANSDALE**

State: **PA** Zip Code: **19446** Country: **US**

FFL: **FFL**

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/3/2010 10:...	New	schultsm	Repair Added		
11/3/2010 10:...	Expedite	schultsm	From: Check In	To:	
11/4/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Rep	
11/4/2010 1:4...	Estimate	Travisbw	Estimate Update	Status: Appr	
11/4/2010 1:4...	ApprovalH...	System	Immediate SAP Allocation		

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

ApprovalHold

11/4/2010 1:45:27 PM

Travisbw

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

RECEIVED  
 NOV - 5 2010  
 BY:.....

## UPS Electronic Return Label: View/Print Label

1. Ensure that there are no other tracking labels attached to your package.
2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label. Take care not to cover any seams or closures.
3. Drop-off
  - o Take this package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS ReturnsSM Services (including via UPS Ground) are accepted at Drop Boxes, to find your closest UPS location visit [www.ups.com/content/us/en/index.jsp](http://www.ups.com/content/us/en/index.jsp) and select Drop Off. Drop Off Locator
  - o Daily Pick up customers: Have your shipment(s) ready for the driver as usual.

*1719. ASSM. is contaminated with  
a partially dried sticky lubricant  
residue causing parts to walk  
slippery. inspect at least  
one at 1/2 normal changes.  
Date*

RE00209164



Model: 710  
71155221

FOLD HERE

LASZLO LENGYEL 2158964534 281 CRICKLEWOOD CIRCLE LANSDALE PA 19446		10 LBS <b>RS</b>	1 OF 1
SHIP TO: ATTN: FRED SUPRY/PRODUCT SERVICE REMINGTON ARMS CO., INC. 14 HOEFLER AVE. ILION NY 13357 <i>CS 11.2.10</i>		NY 135 0-01 	
		UPS GROUND TRACKING #: 1Z 4XX 596 90 6728 1502	
DESC: FIREARMS RETURN SERVICE			
Reference No. 1: LASZLO LENGYEL/CD/DMF Reference No. 2: REP# 4805/FILE <small>WAPR07 09:0A 10/2010</small>			

*4805*  
*10/2/04*

**Remington®**

2:00pm ET 10/20/10

Emailed my letter & factory  
form to customer. PPS  
label will be emailed  
separately by Cathy Dodson.

Dell

October 20, 2010

Laszlo Lengyel  
281 Cricklewood Circle  
Lansdale, PA 19446  
Ph: 215-896-4534  
Email: [ljlengyel@yahoo.com](mailto:ljlengyel@yahoo.com)

Subject: # 4805

Dear Mr. Lengyel,

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination is being sent in a separate email.

**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 boxes with the name "Supry". Fred Supry 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,



Dell Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: [dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

df  
enclosure

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)

**COPY**

October 20, 2010

Laszlo Lengyel  
281 Cricklewood Circle  
Lansdale, PA 19446  
Ph: 215-896-4534  
Email: [ljlengyel@yahoo.com](mailto:ljlengyel@yahoo.com)

Subject: # 4805

Dear Mr. Lengyel,

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination is being sent in a separate email.

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Sincerely,

Dell Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: [dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

df  
enclosure

Reset



Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds)
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:
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 type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefer Avenue</b> <b>Ilion, NY 13357</b>
<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 0013017

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.**

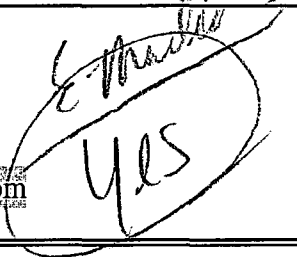
www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	10/20/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
<b>PLEASE CHECK ONE</b> <b>MEDIA</b> <b>COORDINATOR XXXXX</b> <b>TO MAIL</b>			
DESCRIPTION: Ref# 4805 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Laszlo Lengyel 281 Cricklewood Circle Lansdale, PA 19446 Ph: 215-896-4534 Email: <a href="mailto:ljlengyel@yahoo.com">ljlengyel@yahoo.com</a>	
RETURN ITEM TO Remington Arms Attn: Product Service/Supry Ilion, NY Please email ARS label to customer	

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


  
[ljlengyel@yahoo.com](mailto:ljlengyel@yahoo.com)

4XX596 OCT 20, 2010 ALL CURR USD 1 OF 1  
 SVC CHDCOM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5960067281502  
 REF 1: LASZLO LENGYEL/CD/DMF  
 REF 2: REF# 4805/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 1.00  
 AH 0.00 PR 0.00 SD 0.00  
 TOT PUB CHG 7.55 PUB+HANDLING 7.95

# Quotation

## REMINGTON ARMS SERVICE

## Estimating Report

BARBER - Kinzer PPS GAL RE 0013019

PO Box 700

Madison, NC 27025-0700

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

www.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. PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROX 21 DAYS. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE D

11/5/10

Emailed quote to Customer. Dell

### Repair Number

RE00209164

### Serial Number / Description

71155221

Model 710 Center Fire Caliber: 30 -06 W/SCOPE

### Customer:

LASZLO LENGYEL  
281 CRICLEWOOD CIRCLE  
LANSDALE, PA 19446 US

### Return To:

LASZLO  
281 CR  
LANSD

### Please Circle One:

VISA MC DISCOVER Card No. \_\_\_\_\_

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

### Technition Comments

trigger assm is contaminated with a partially dried and sticky lubrication residue causing parts to work sluggish. replace trigger plate assm. clean and test fire at 1/2 normal charges.

**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
F301265	Part	710 REC. INSERT ASSB. COMPLETE	1	Billable	1	58.00	50	29.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 57.50

Est Sales Tax: 3.45

BARBER - Kinzer PPS GAL RE 0013019 0.95

PS 14907

**From:** Laszlo Lengyel [ljlengyel@yahoo.com]  
**Sent:** Thursday, November 11, 2010 3:30 PM  
**To:** Fulcher, Dell Marie  
**Subject:** RE: Laszlo Lengyel - Ref# 4805/RE00209164

Sorry, yes \$60.95

--- On **Thu, 11/11/10, Fulcher, Dell Marie** <[Dell.Fulcher@remington.com](mailto:Dell.Fulcher@remington.com)> wrote:

From: Fulcher, Dell Marie <[Dell.Fulcher@remington.com](mailto:Dell.Fulcher@remington.com)>  
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164  
To: "Laszlo Lengyel" <[ljlengyel@yahoo.com](mailto:ljlengyel@yahoo.com)>  
Date: Thursday, November 11, 2010, 9:05 AM

The quote is for \$60.95. May I get approval for that?

Thank you,

Dell Fulcher | Consumer Affairs Administrator  
Remington Arms Company, Inc.  
870 Remington Dr., PO Box 700, Madison, NC 27025-0700  
Phone: 1.800.243.9700 | Fax: 336.548.7872  
Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota  
Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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---

**From:** Laszlo Lengyel [mailto:[ljlengyel@yahoo.com](mailto:ljlengyel@yahoo.com)]  
**Sent:** Thursday, November 11, 2010 8:32 AM  
**To:** Fulcher, Dell Marie  
**Subject:** RE: Laszlo Lengyel - Ref# 4805/RE00209164

I approve the repairs quoted for ref#4805/RE00209164 not to exceed \$60.94.

American Express

15007

REDACTED

Laszlo J Lengyel

--- On **Wed, 11/10/10**, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>  
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164  
To: "Laszlo Lengyel" <ljlengyel@yahoo.com>  
Date: Wednesday, November 10, 2010, 9:14 AM

You can mail the quote in with check, money order, or credit/debit card number.

You can also send me an email with your approval & card number and I can get the repair started that way.

Dell Fulcher | Consumer Affairs Administrator  
Remington Arms Company, Inc.  
870 Remington Dr., PO Box 700, Madison, NC 27025-0700  
Phone: 1.800.243.9700 | Fax: 336.548.7872  
Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota  
Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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---

**From:** Laszlo Lengyel [mailto:ljlengyel@yahoo.com]  
**Sent:** Wednesday, November 10, 2010 9:07 AM  
**To:** Fulcher, Dell Marie  
**Subject:** RE: Laszlo Lengyel - Ref# 4805/RE00209164

---

how do I make payment?

--- On **Mon, 11/8/10**, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>  
Subject: RE: Laszlo Lengyel - Ref# 4805/RE00209164  
To: "Laszlo Lengyel" <ljlengyel@yahoo.com>  
Date: Monday, November 8, 2010, 9:51 AM

The issue was addressed & the findings are stated on the quotation.  
**BARBER - Kinzer PPS GAL RE 0013022**

Product Service found the trigger assembly is contaminated with a partially dried and sticky lubrication residue causing the parts to work sluggish.

On the Model 710, the whole Receiver Insert Assembly has to be replaced.

They are offering to do the repair at 50% off.

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin |  
H&R | Dakota Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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---

**From:** Laszlo Lengyel [mailto:ljlengyel@yahoo.com]

**Sent:** Saturday, November 06, 2010 4:50 PM

**To:** Fulcher, Dell Marie

**Subject:** Re: Laszlo Lengyel - Ref# 4805/RE00209164

Dell Fulcher

I sent this rifle in because it fired after the safety was moved from safe to on. Per your estimate, none of this was addressed, the tech merely cleaned the assembly and replaced the trigger plate, then wants to charge me \$60.00. What about the non intentional discharge of the rifle? Please advise.

Laszlo

--- On Fri, 11/5/10, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>

Subject: Laszlo Lengyel - Ref# 4805/RE00209164

To: "ljlengyel@yahoo.com" <ljlengyel@yahoo.com>

Date: Friday, November 5, 2010, 5:58 PM  
**BARBER - Kinzer PPS GAL RE 0013023**

Please see attachment.

If you do not receive the attachment, please let me know and I will send it again or mail it.

Thank you,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin |  
H&R | Dakota Arms Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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