

Remington Arms Co., Inc.
Product Service
Legal Case #:3010

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
157435	12/18/2008	12/29/2008	12/29/2008	11/26/2008			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Bovalino	8438 Woodbox Road	Manlius	NY	13104		H 315-682-9359 E mjbovalino@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4006 Concern:1007	Altered Adjustments or Components Fired on Safe Release	Unknown	

Customer says gun worked flawlessly until on 11/26/08 it fired when the safety was taken off. He also said he thought he should not have to pay for repair. Since his alterations of the trigger assembly adjustments caused the problem I have asked to quote him for a new X-Mark pro trigger assembly at 1/2 normal charges fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbi.	DOM
Remington	CF/BA	700/270 WIN	27531	G6392377	KY	5/11/2004 1:26:14 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		U			

Alter trigger adjustments to an unsafe condition

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
Repair at special price as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	39.62	12/29/2008				

12/28/2008 Returned to AS to have a new X-Mark Pro trigger assembly installed at 1/2 normal charges fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/29/2008
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4006	Altered Adjustments or	Could not duplicate firing on

		Components	safe release on the bench fls.
Barrel	Description		22 inch Model 700 270 caliber
	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	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	Rust on magazine spring - I removed the surface rust during the examination fls.
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
	Trigger	Condition	Abused; Not Functioning
Pull		---Select---	2.75 lbs

Altered		True	
Sub-Assembly		M/700 Non-Bolt Lock	
Non-Remington Components	Description		Two-piece scope mounts

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00157435** Serial: G6392377 Model: 700 Center Fire Cabber Repairman: Status: New 12/18/2008 2:54:56 PM
 270 WIN Produced: 05/11/2004

Verify Repair

Address Information

Customer: Received From Return To: Received From

Name: **MICHAEL BOVALINO** MICHAEL BOVALINO

Address 1: **8438 WOODBOX ROAD** 8438 WOODBOX ROAD

Address 2: PO Box: PO Box:

City: **MANLIUS** MANLIUS

State: **NY** Zip Code: **13104** Country: **US** State: **NY** Zip Code: **13104** Country: **US**

FFL

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
12/18/2008 2:54	New	sanguine	Repair Added	
12/18/2008 2:59	Expedite	sanguine	From: Check In	To:
12/19/2008 11:51	Comment	beazietm	Consumer Contact for Repair Status	
12/29/2008 1:29	Comment	supryll	Returned for special price repair	

Shipping Hold InterFace Hold Estimate Sent Parts Received Passed Inspection Return As Received Has been Approved Internal Repair

Current Status: New
 12/18/2008 2:54:56 PM
 sanguinegl
 Product Services
 Repair Location: ILN
 Current Location: ILN
 Transfer Number:

Repair Search Refresh Close

supryll 12/29/2008 1:30 PM EARS NUM INS SCPI

Star Inbox - Microsoft Out... Arms Services Repair Microsoft Excel - PS H... Closed Cases - Micro... 1:30 PM

Returned to quote 1/2 price
 for installing a new X-Mark Pro TH.

FCS

3010

157435

2.75 lbs

KY

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 A0L Serial Number: G639 23 77

Are you the original owner?: YES NO

Name: Michael Borolino Date of Purchase: 10/19/2004 at Gander Mtn

Address (no PO Boxes): 8438 Woodbox Rd. in Cicero, New York.

City: MANLIUS State: New York Zip: 13104

Phone (Daytime): 315 682 9359 Fax:

E-mail Address: MJ Borolino at AOL.com

I would like to receive future e-mail updates from Remington.

Please describe your problem: This gun has worked flawlessly until this problem caused on 11/26/08. The gun fired when taken off the safe position! This is very upsetting! Please repair or exchange for a new gun. Also please set trigger back to the 3-4 lbs that it is set. I am very concerned about this problem and I have not used the gun since the firing. I feel that I should not have

Ammunition Information: to pay to fix this problem.

Manufacturer: Type:

Other (i.e.: bullet weight/type; shot size; powder):

Handload Information: Install new X-Mark Pre Trigger assembly

Powder Used: Powder Weight: Quote 1/2 Normal

Case/Hull Used: Primer Used: Charges as gesture of goodwill.

Bullet Type/Shot Size: Reloader Used: FLS 12/29/2008

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppe's

How often do you clean the bore? (months or Number of rounds) often

How often do you clean the action? (Months or Number of rounds) often

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: Hoppe's

How often do you lubricate the bore? (Months or Number of rounds) *about every 3 shots*
How often do you lubricate the action? (Months or Number of rounds) *about every 3 shots*
How often do you lubricate the trigger assembly? (Months or Number of rounds) *once per year*

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
 YES NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? *10/08*

Gondes Mountain

What were the services performed? *Cleaning*

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC
ATTN: Arms Service Division
14 Hoefler Ave
Ilion, NY 13357

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.

- :: 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 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.