

Remington Arms Co., Inc.
Product Service
Legal Case #:5378

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
230564	5/5/2011	12/9/2010	5/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frank	Amato	8231 E. Sharon Dr	Scottsdale	AZ	85260		E frank@arizonaesopgroup.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD horse killed	Cause:4006 Altered Adjustments or Components		Unknown	
S Fired when unloading	Concern:1006 Unexplained Discharge Safe OFF			

12/9/10 Per email sent to Remington.com, incid # 101201-000102, "I have a 700 I bought in about 1968. While on a hunting trip in 1968 and while attempting too unload the rifle, it fired and fortunately it killed a horse rather than my buddy. I am now aware of significant exposure of what I believe is clearly a bad mechanical design as the original engineer has suggested. If I send the gun back to you will you replace the trigger with the X-Mark Pro trigger and will this be at your expense. If not, please tell me what you would consider to be reasonable."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6600709	PX	6/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CALIF		U			

CONCERN:REPAIR TRIGGER

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
Replace TPA, clean, test at no charge as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	67.40	5/13/2011				

12/9/10 Mailing box and ARS.cm 5/13/11 Per Ilion, trigger assm very dirty, sticky and set screws altered. Sear sticks to side plates. Replace TPA, clean, test at no charge as gesture of goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		24" 7MM REM MAG
	Date Code		PX
	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	Worn; Functioning	BRASS WASH
	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	Worn; Not Functioning	STOCK BEDDED,MAG BOX VERY TIGHT FROM BEDDING
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Not Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY SEAR STICKS TO SIDEPLATES
	Pull	---Select---	6#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Remington Arms Company, Inc.

Visit our safety center at www.remington.com

Delivery Note: 82270784

Page: 1 of 1
Date: 12/09/2010
Time: 20:54:12

SHIP-TO: 2

Amato, Frank
8231 E. Sharon Dr
Scottsdale AZ 85260
CPO #: 85260Amato, Frank

Packed by:

Paul

5378

Sold to: Amato, Frank
Customer #: CCAZ
Remington Order #: 1167145
Shipping Point/Plant: ARM1/ARM
CSR: CONSUMER 1-800-243-9700
Email: info@remington.com
Cancellation date:
Route: ARMGEN
Requested Delivery Date: 12/09/2010
Expected Post Good Issue Date: 12/09/2010
Freight Terms: *** PPA ***

24"
P16/73
6#
009

Qty/Unit Material Number Cases Brcks Boxes Each Material Descrip

1 EA F1684
Bin:

Price: 0.00

1 CENTERFIRE CARTO
CPN:

6600709

Model: 700



RE00230564

Totals:

Price(Excl S&H)

Carrier Instructions:

Warehouse Instructions:

Customer Text:

*T.A. very dirty, sticky set
screws altered, seas sticks
to side plates. Rupture TPA,
clean + test fire under BCP
for \$20.00 + ship*

Quote

Expect any backordered parts to ship within 30 days. 15% restocking fee on returned parts.
Questions concerning your order should be directed to 1-800-243-9700. Monday-Friday 9:00 AM - 5:00 PM EST
Please have order# available to expedite processing.

Please repair trigger and return to me.

Frank Amato

8231 E. Sharon Dr.

Scottsdale, AZ. 85260

incident 1012 **RECEIVED**
MAY 12 2011

BY:

Reference #
101201-000102

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

No Summary

Discussion Thread

Customer (frank amato)

Christy, the rifle is at my cabin. I will bring it home asap. Thanks, Frank

12/08/2010 09:57 AM

Frank A Amato
Managing Member
Arizona ESOP Group, LLC

From: Remington Information [mailto:info@remington.com]
Sent: Tuesday, December 07, 2010 8:13 PM
To: frank@arizonaesopgroup.com
Subject: No Summary [Incident: 101201-000102]

Response (Christy -)

12/07/2010 10:13 PM

Mr. Amato, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address it should be mailed to and the serial number of the rifle.

Sincerely,
Christy Mitchell

Date Created
12/01/2010 04:41 PM

Initial Response
12/07/2010 10:13 PM

Last Updated
12/08/2010 09:57 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Customer (frank amato)

12/01/2010 04:41 PM

Remington representative,

I have a 700 I bought in about 1968. While on a hunting trip in 1968 and while attempting to unload the rifle, it fired and fortunately it killed a horse rather than my buddy. I am now aware of significant exposure of what I believe is clearly a bad mechanical design as the original engineer has suggested.

If I send the gun back to you will you replace the trigger with the X-Mark Pro trigger and will this be at your expense. If not, please tell me what you would consider to be reasonable. Thank you,

Frank A Amato
Managing Member
Arizona ESOP Group, LLC

8231 E. Sharon Dr
Scottsdale AZ 85260

Primary Contact

First Name: frank
Last Name: amato
Organization:

Login: frank@arizonaesopgroup.com
Title:

Contact Type:

Email: frank@arizonaesopgroup.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

order box + ARS
1167145



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/9/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: Frank Amato
8231 E. Sharon Dr
Scottsdale, AZ 85260

RETURN ITEM TO: Rem Prod Serv

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066862261
REF 1:FRANK AMATO/CD/CM
REF 2:700

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	SVC T/P USD	RS 0.50
DC 0.00	DGD 0.00		SD 0.00
AH 0.00	PR 0.00		SP 0.00
TOT PUB CHG 11.74	PUB+HANDLING		11.74







