

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1857

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
139154	1/5/2008	1/7/2008	1/7/2008	12/10/2007			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Brian	Boccia	141 Cowhide Circle	Middle River	MD	21220		H 410-335-3298

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI buzzing in ear				
PD hole in roof	Cause:4038 Could Not Duplicate Concern		U	
S	Concern:1008 Fired on Bolt Closing			
C				

12/11/07-cust purchased a few years ago hasnt used gun. When he cambered a round, the bolt wouldnt close and lock down. He would have to force it. If he took the safety off, put the shell in, the bolt would lock down with Remington shells. When he tried some Weatherby round, the gun fired when he closed the bolt. Put a hole in the roof of his house. Slight buzzing in rt ear when it happened.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 Wby Ma	25903	C6400722	OJ	7/21/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER INC.		U			

CONCERN:FBC AND WILL NOT CLOSE WITH SAFETY ON

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 TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	1/9/2008				

12/12/07-sending box, ars, ltr.lw 1/9/08-replacing TA at n/c.lw

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	HAS A MAX SEAR LIFT CONDITION
Barrel	Description		24" 300 WBY MAG
	Date Code		OJ
	Bore Plugged	False	
	Bulged	False	

## BARBER - Kinzer PPS GAL RE0008612

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	SOME WEAR FROM LEAKING PRIMERS
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Worn; Functioning	STICKS OUT OVER SHROUD WORKS OKAY
	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		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MAX SEAR LIFT
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

1857

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/11/07	12/10/07			
Customer Information				
Name	Reporter (Age )	Incident (Age )		
Brian <del>P</del> Boccia				
Address	141 Cowhide Circle			
City, St Zip	Middle River MD 21220			
Home	410-335-3298			
Cell				
Work				
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: Misfired -				
when first in when chamber round, close bolt, won't lock down.				
forced bolt down to close				
Tried Remington shells, wouldn't lock down.				
Safety off, put shell in bolt locked down. w/ Remington				
gun fired - w/ wby round.				
hole through roof, <del>can</del> buzzing in Rt ear.				
Firearm Information				
Manufacturer	Type of Action	Model/Caliber/Gauge	Serial Number	Date of manuf
Rem	B/A	700/300 wby mag	C6400722	1989
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Manufacturer	Caliber/Gauge	Factory or Reloads		
Bullet type	Bullet wgt	Lot #		
Additional Ammo Info:				
Other Products Information				

Box 885350  
ARS ✓



December 12, 2007

Brian Boccia  
141 Cowhide Circle  
Middle River, MD 21220

Subject: Model 700 Serial #C6400722  
RE: Case #1857

Dear Mr. Boccia,

We were sorry to learn about the unfortunate incident you experienced with your Model 700 rifle. As I understand it, you had difficulty getting the bolt to lock down. It would only lock down with the safety off and the gun discharged when you closed the bolt. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). 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. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

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

Sincerely,

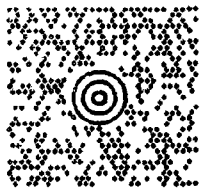
A handwritten signature in black ink that reads "Laura Watson". The signature is fluid and cursive.

Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

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)

REMINGTON ARMS CO INC  
14 HOEFLER AVE  
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6557 4735



BILLING: 3RD PARTY  
DESC: FIREARM  
RETURN SERVICE

REF 1: BRIAN BOCCIA/LW

REF 2: ATTN: SERVICE DEPT/REF# C6400722

WS 9.0.49

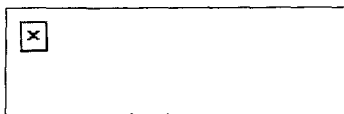
LP2844 72.0A 10/2007



International Shipping Notice: Cargo may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For more details, call 1-800-752-7062. United Parcel Service of America, Inc.

**Oakley, Anita B.**

**From:** Watson, Laura M.  
**Sent:** Wednesday, December 12, 2007 7:59 AM  
**To:** Media Coordinator Schedule  
**Subject:** ARS requests



www.remington.com

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

## ARS LABEL REQUEST

DATE:	12/12/2007	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXX
DESCRIPTION: REF: C6400722			

## LABEL INFORMATION

MAIL LABEL TO: Brian Boccia 141 Cowhide circle Middle River, MD 21220		4XX596 DEC 12, 2007 ALL CURR USD 1 OF 1 SERVICE GND COM ACT WT 10.0 LBS TRACKING# 124XX5969065574735 REF 1: BRIAN BOCCIA/LW REF 2: ATTN: SERVICE DEPT/REF# C6400722	
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only  (Need a label please)	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGs: DV 0.00 COD 0.00 DC 0.00 DG 0.00 AH 0.00 PR 0.00 TOT PUB CHG 6.21	SVC T/P RS 0.50 SD 0.00 SP 0.00 PUB+HANDLING 6.21

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

12/12/2007

**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: **RE00139154** Serial: **C6400722** Model: **700** Center Fire Caliber: **300** WEATHERBY MAG Produced: **07/21/1989** Repairman: **New** Status: **1/5/2008 8:45:56 AM**

Verify Repair: ☐

**Address Information**

Customer: **BRIAN BOCCIA** Received From: ☒ Return To: **BRIAN BOCCIA** Received From: ☐

Address 1: **141 COWHIDE CIRCLE** Address 2: **141 COWHIDE CIRCLE** PO Box:

City: **MIDDLE RIVER** State: **MD** Zip Code: **21220** Country: **US**

FFL: ☐

**Contact / Condition** **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	Code	User ID	Desc1	Desc2
1/5/2008 8:40:23	New	valentds	Repair Added	
1/5/2008 8:45:22	Update	valentds	Repair information change	
1/5/2008 8:45:56	Update	valentds	Repair information change	
1/5/2008 8:47:03	Expedite	valentds	From: Check In	To:
1/5/2008 8:53:13	Expedite	valentds	From: Product Services	To:
1/7/2008 9:33:19	Comment	supryll	Returned to AS for n/c repair	

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

**Current Status**

**New** 1/5/2008 8:45:56 AM

Product Services: **valentds**

Repair Location: **ILN**

Current Location: **ILN**

Transfer Number:

**Repair Search** **Refresh** **Close**

supryll 1/7/2008 9:33 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel... | 10:13 AM

**Remington®**

December 12, 2007

Brian Boccia  
141 Cowhide Circle  
Middle River, MD 21220

Subject: Model 700 Serial #C6400722  
RE: Case #1857

Dear Mr. Boccia,

We were sorry to learn about the unfortunate incident you experienced with your Model 700 rifle. As I understand it, you had difficulty getting the bolt to lock down. It would only lock down with the safety off and the gun discharged when you closed the bolt. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

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Sincerely,



Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

could not duplicate FBC concern  
TPA HAS MAX EAR LIFT CONDITION  
up w/ TPA, check over, clean,  
function test at N/C

#250145

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Phone 800-243-9700 • [www.remington.com](http://www.remington.com)



# Remington

## Factory Repair Instructions

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

Model Number: 700 BDL CLASSIC		Serial Number: C 6400722	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: BRIAN D. BOCCIA		Date of Purchase: 2005	
Address (no PO Boxes): 141 COWHIDE CIRCLE			
City: BALTIMORE		State: MD	Zip: 21220
Phone (Daytime): 410-335-3298		Fax:	
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: THE BOLT WILL NOT LOCK DOWN WITH A BULLET IN THE CHAMBER WHEN THE SAFETY IS ON. BUT WILL LOCK DOWN IF THE SAFETY IS OFF. AND MISFIRED WITH A WEATHERBY BULLET WHEN THE BOLT WAS LOCKED DOWN. REMINGTON BULLET WILL NOT LOCK DOWN WITH SAFETY ON BUT WILL LOCK DOWN WITH SAFETY OFF.			
Ammunition Information:			
Manufacturer: WEATHERBY		Type: 300 W.M. 18GR. SOFT POINT NOSLER	
Other (i.e. bullet weight/type, shot size, powder): NO. 17664			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used: N/A		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication): GUN WAS PURCHASED IN EXCELLENT			
Brand of cleaning solution used: CLEAN CONDITION GUN WAS NEVER			
How often do you clean the bore? (Months or Number of rounds) FIRED UNTIL 2007.			
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: Remington			

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 <i>YES</i>
Comments: <i>GUN WAS PURCHASED AS A COLLECTOR &amp; WAS NEVER FIRED UNTIL 2007</i>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>N/A</i>
What were the services performed? <i>N/A</i>
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;"><b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b>  <b>- 14 Hoefler Ave</b>  <b>- Ilion, NY 13357</b></p>
<p><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></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>