PrintDisplay - Kinzer PPS GAL RE0008611

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

Last Name Street **Business** First Name City Zip Contact Type State Age Reporter Brian Boccia 141 Cowhide Circle Middle River MD 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

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 safey 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.

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 Reim. Date Cash Date
Settlement APV APV

Replace TA at n/c

Repair/Replacement
Cost
Solution
Performance
Repair/Replacement
Date
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	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1857&Type=Case

1/11/2008

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BARBER - Kinzer PPS GAL RE0008612

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•	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Worn; Functioning	SOME WEAR FROM LEAKING PRIMERS
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Worn; Functioning	STICKS OUT OVER SHROUD WORKS OKAY
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
D	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	Select	.016
	Notch	Like new; Functioning	
	T (Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	MAX SEAR LIFT
	Pull	Select	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	



BARBER - Kinzer PPS GAL RE0008613

Stomer Information Reporter (Age) Me BANN BALL BOCKER MISSE YEL COWNING CIVEL ME 410-235-3398 II ORK III COMPANIENT AND A1220 ME 410-235-3398 II ORK III COMPANIENT AND A1220 ME 410-235-3398 II ORK III COMPANIENT AND A1220 ME 410-235-3398 II ORK III	se Informat	ion				
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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,

Laura Watson

Consumer Affairs Administrator

Remington Arms Company

Phone: 800-243-9700 ext 8789

Fax: 336-548-7890

E-mail: 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 REMINGTON ARMS CO INC 14 HOEFLER AVE NY 13357 ILION



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



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

ALL CURR USD DEC 12, 2007 4XX596

SERVICE GNDCOM ACT UT 10.0 LBS

TRACKING# 1Z4XX5969065574735

REF 1:BRIAN BOCCIA/LW

HANDLING CHARGE 0.00

REF 2:ATTN: SERVICE DEPT/REF# C6400722

RETURN ITEM

Ilion, NY

Attn: Product Service

Factory Only

DV 0.00 DC 0.00 90.00 HA TOT PUB CHG 6.21

SINGLE-PIECE PUB RATE CHRGS: COD 0.00 DG 0.00 0.00 PR

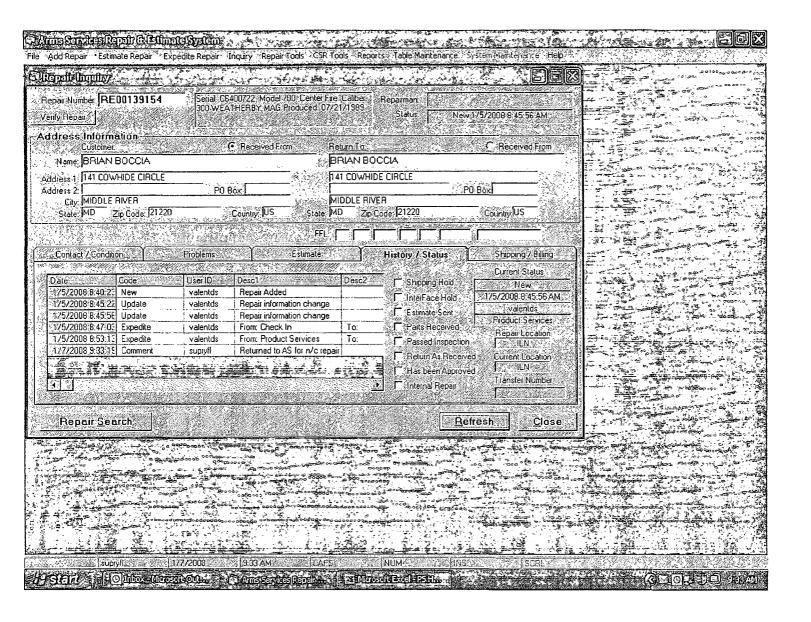
SVC T/P RS 0.50 SD 0.00 SP 0.00 PUB+HANDL ING

1 OF 1

(Need a label please)

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

BARBER - Kinzer PPS GAL RE0008617



557/89

December 12, 2007

Brian Boccia 141 Cowhide Circle Middle River, MD 21220

Subject: Model 700 Serial #C6400722

RE: Case #1857

Dear Mr. Boccia,



PE00139154

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,

Laura Watson

Consumer Affairs Administrator

Remington Arms Company

Phone: 800-243-9700 ext 8789

Fax: 336-548-7890

E-mail: laura.watson@remington.com

could not duplicate FBC CONCERN TPA HAS MAX SEAR LIFTEONDITION. Approce TPA, cleck over, clean, FUNCTION LEST AT N/C

\$ 270 145

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

Remington

Factory Repair Instructions

(NOTE: Please print and complete this fo	rm, and then include it with your firearm.)
Model Number: 700 BDL CLASSIC	Serial Number: C 640722
Are you the original owner?: XYES XWO	•
Name: BRIAN D. Boscia	Date of Purchase: 2005
Address (no PO Boxes): 141 Cowh	de CIRCLE
City: BALAIMORE	State: MW Zip: 2/220
Phone (Daytime): 410-335-3298	Fax:
E-mail Address: Would like to receive future e-mail updates from R	lemington.
Please describe your problem: THE Bol	I will NOT LOCK DOWN
will A Bullit In "TI	IE Chamben whEN THE
SAFELY ISON BUT U	ici Lock Down 1+ THE
SARETY 15 OFF. AND	mis FIRED WITH A
WEST HERBY BULLIT W	hen the Bult was
LOCKED DOWN. KEMIN	salow Bull it full NOT
Lock DOINN WITH SAF	edy on But will bel
DOWN WHAH SAKETYO	the the same of th
Ammunition Information:	
	Type: 300 W.M. 18GR. SOFT PoinT NOSLOR
Other (i.e. bullet weight/type, shot size, powder):/	10-1-1664
	Mark the second
Handload Information:	Powder Weight:
Case/Hull Used:	Frimer Used:
Bullet Type/Shot Size:	Reloader Used:
Build Type/Silot Size.	Reloader Oseu.
Firearms Care (Cleaning and Lubrication):	ONDITION GUN UNS NEUER rounds) FIRED UNLIL 2007.
Brand of cleaning solution used: CLEAN	CONDITION GUN WAS NEVER
How often do you clean the bore? (Months or Number of	rounds) Fined until 2007
How often do you clean the action? (Months or Number of	of rounds)
How often do you clean the trigger assembly? (Months o	r Number of rounds)
4	
Brand of lubricant used: Kemingto	\mathcal{L}

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? YES Comments: Gun was Punchased AS A Calleaten +
WAS NEVER FINED UNTILL 2007
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
JU/4
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC
- 14 Hoafler 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.