

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2612

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
149477	8/15/2008	8/18/2008	8/18/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ernest	Virgili Jr.	133 First Street	Mather	PA	15346		H 724-883-2595 C 724-998-3095 E ernievirgili@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	fires when bolt is closed.	Concern:1008	Fired on Bolt Closing	Unknown
C				

8/19/08-correspondence from repair-rifle will randomly fire on bolt closing.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000	A6746706	CV	4/3/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONWIDE SPT SOUTHAMPTON PA	SCOPE BASE,HARD CASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA under SMP			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				

8/19/08-quote sent to replace ta under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/18/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIG ASSM DIRTY,SLUGGISH
Barrel	Description		22" 243 WIN
	Date Code		CV
	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---	
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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Like new; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY/SLUGGISH
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,HARD CASE

Repair Inquiry

Repair Number: **RE00149477**    Serial: A6748706 Model: 700 Center Fire with 22 inch barrel Caliber: 243 WIN BDL L/SIGHTS    Repairman:    Status: Repairing: 8/18/2008 11:45:47 AM  
 Verify Repair    Produced: 04/03/1978

**Address Information**

Customer    Received From    Return To    Received From

Name: **ERNEST VIRGILI JR**    **ERNEST VIRGILI JR**

Address 1: **133 FIRST STREET**    **133 FIRST STREET**

Address 2:    PO Box:    PO Box:

City: **MATHER**    **MATHER**

State: **PA**    Zip Code: **15346**    Country: **US**    State: **PA**    Zip Code: **15346**    Country: **US**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
8/15/2008 9:08:2	New	brigidoww	Repair Added	
8/15/2008 9:11:4	Closed	brigidoww	Closed at Expedite	
8/16/2008 12:05:	Email Sent	ArmE-mail	Repair Received	ernie_virgil@yahoo.com
8/18/2008 11:45:	ReOpened	pencil		
8/18/2008 2:58:2	Comment	supryfl	Returned for repair	Bolt Lock Modification Prog

**Shipping / Billing**

Current Status: **Repairing**

8/18/2008 11:45:47 AM

pencil

**Product Services**

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search    Refresh    Close

2612

**ERNEST VIRGILI, JR.**

133 First Street, Mather, PA 15346  
(724) 883-2595 or (724) 998-3095 cell

August 13, 2008

Remington Arms Co., Inc.  
Attn: Arms Service Division  
14 Hoefler Avenue  
Ilion, NY 13357

T1219. ASSM. is contaminated with a  
PARTIALLY dried + sticky Lubrication  
Residue, causing SEAR to work sluggish.  
Rephace TPA, check over, clean under  
Bolt Lock Program for \$ 20.00.  
Quote

CV 4/79  
4.5#  
22"  
.007

Dear Sirs or Madam:

Enclosed please find my Model 700 BDL, .243 Win. Bolt Action Rifle (Serial #A6746706. I purchased this rifle new in November of 1981. This rifle will randomly fire upon closing the bolt. I noticed this issue approximately 3-5 years after I purchased the gun new. I have been able to use it some, but it is extremely unsafe in this condition—you cannot predict when it is going to fire.

I spoke to one of your customer service representatives the afternoon of August 11, 2008. He gave me the details about returning my rifle for repair. My understanding is that Remington will repair this rifle by replacing the existing trigger and safety system with a newly designed trigger and safety system that will correct the random safety/firing issue. I was told that the total cost for this repair would be \$30, and return shipping is included in that price. I also read on your website that repairs in this price range are returned to the customer COD.

Please notify me if any of this information is incorrect, but hopefully I have the correct facts. I would like to have this particular rifle back and in working order as soon as possible, as it is and always has been an extremely accurate rifle. My friends and I were amazed by the out-of-the-box accuracy that this rifle displayed. This is not the only high-powered rifle in my arsenal, so it doesn't get hunted with extensively, but it is one of my favorites due to it's inherent accuracy and stylish good looks.

If you have any questions or concerns, do not hesitate to contact me at the phone numbers listed above or by e-mail at the following e-mail address [ernie\\_virgili@yahoo.com](mailto:ernie_virgili@yahoo.com).

Thank you for your time with the repair of this fine older rifle. I will be looking forward to receiving it soon. Please send my repaired rifle to the following address: **133 First Street  
Mather, PA 15346**

Sincerely yours,

*Ernie Virgili*  
Ernie Virgili

EV  
Enclosures

Serial Number: **A6746706**  
Model: **700**  
  
**RE00149477**



Factory Repair Form

Return to Previous Page

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

Model Number: 700 BDL		Serial Number: A6746706	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Ernest Virgili, Jr.		Date of Purchase: November 1981	
Address (no PO Boxes): 133 First Street			
City: Mather		State: PA	Zip: 15346
Phone (Daytime): 724-998-3095		Fax: N/A	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ernie_virgili@yahoo.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: This rifle will randomly fire upon closing the bolt. This issue occurred approximately 3-5 years after I purchased the gun new. I had it checked by a competent gunsmith, and he did not find any problems. He mentioned that it may have been a build up of lubricating oil. As you will be able to determine upon inspection, this rifle has not been used much. It is not a case of overuse, abuse, or neglect. I would estimate a total of 300 - 500 shots fired through this gun.			
23 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core Lokt - Ptd. Soft	
Other (i.e. bullet weight/type, shot size, powder): both the 80 & 100 gr.			
Handload Information:			
Powder Used: IMR-4350		Powder Weight: 41 gr.	
Case/Hull Used: Remington		Primer Used: CCI-200	
Bullet Type/Shot Size: Sierra		Reloader Used: RCBS	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Hoppes No. 9			
How often do you clean the bore? (Months or Number of rounds) approx. every 40 rounds			
How often do you clean the action? (Months or Number of rounds) approx. every 40 rounds			
How often do you clean the trigger assembly? (Months or Number of rounds) approx. every 100			
Brand of lubricant used: Hoppes No. 9			
How often do you lubricate the bore? (Months or Number of rounds) approx. every 40 rou			
How often do you lubricate the action? (Months or Number of rounds) approx. every 20 rou			

How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text" value="every 100 round"/>
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
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text" value="Never"/>
What were the services performed? <input type="text" value="N/A"/>
<b>NOTE:</b> In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
Ship your ENSURED 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 Avenue</b>  <b>Ilion, NY 13357</b></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>
<ul style="list-style-type: none"> <li>:: Record the serial number of your firearm before sending it.</li> <li>:: 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.)</li> <li>:: Remove all accessories from your firearm to prevent loss or damage.</li> <li>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</li> <li>:: Ship your ENSURED 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.</li> </ul>
Charge repairs will be processed using the following guidelines:
<ul style="list-style-type: none"> <li>:: 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)</li> <li>:: 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.</li> </ul>

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