

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4405

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
190823	3/2/2010	3/3/2010	3/3/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Philip	Parziale	12 Adam Drive	Parsippany	NJ	07054		H 973-585-4291 F 973-585-4292 E Parzi@aol.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	fired on safety release Concern:1007 Fired on Safe Release			
C				

3/9/10 Per letter with rifle, Parziale placed a round in the open chamber and closed the bolt with the safety on. When he switched the safety to the fire position the rifle fired without the trigger being pulled.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	85566	G6851218	CD	4/9/2009 6:02:38 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
1/21/2010	HORTON DIST CO INC * LEW		U			

CONCERN:FSR

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
Per Ilion, replace TPA, clean to restore customer confidence under warranty						

Repair/Replacement Cost	Repair/Replacement Date
60.64	3/9/2010

3/9/10 Per Ilion, could not duplicate. Replace TPA, check over, function test to restore confidence in rifle, under warranty.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN HB
	Date Code		CD
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; 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	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

**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: **RE00190823** Serial: G6851218 Model 700 Center Fire Caliber: 308 WIN TACTICAL BLK SYN STK Produced: 04/09/2009 Repairman: Bruce Travis Status: ApprovalHold 3/3/2010 7:24:41 AM

Verify Repair

#### Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: PHILIP A. PARZIALE PHILIP A. PARZIALE

Address 1: 112 ADAM DRIVE 112 ADAM DRIVE

Address 2: PO Box: PO Box:

City: PARSIPPANY PARSIPPANY

State: INJ Zip Code: 07054 Country: IUS State: INJ Zip Code: 07054 Country: IUS

FFL: \_\_\_\_\_

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
3/2/2010 10:22:5	New	coffinkr	Repair Added	ApprovalHold
3/2/2010 10:24:4	Expedite	coffinkr	From Check In	3/3/2010 7:24:41 AM
3/2/2010 12:05:0	EmailSent	ArmEmail	Repair Received	Travisbw
3/2/2010 12:05:1	EmailVerified	ArmEmail	Receipt	Repair Bench
3/3/2010 7:10:41	Maint	Travisbw	Repair Maintenance	Repair Location
3/3/2010 7:24:42	Estimate	Travisbw	Estimate Update	ILN
3/3/2010 7:26:06	ApprovalHold	System	Immediate SAP Allocation	Current Location
				ILN
				Transfer Number

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

Repair Search Refresh Close

supryll 3/3/2010 7:37 AM NUM INS TCPL

start Oracle Management Arms Services Rep...

RECEIVED  
MAR 08 2010

BY:.....

4405

20  
CD 9/06  
3.5<sup>th</sup>  
012

# PHILIP A. PARZIALE

12 Adam Drive  
Parsippany, NJ 07054  
(973) 585-4291  
TELECOPIER (973) 585-4292  
Parzi@aol.com

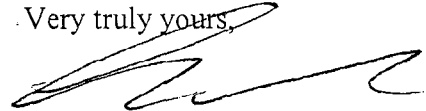
February 24, 2010

See attached:

Factory Repair Instruction Form  
Copy of Receipt from retailer

If you should have any questions or comments please do not hesitate to contact me.

Very truly yours,



Philip A. Parziale

Serial Number:

G6851218

Model: 700



RE00190823

could not duplicate concern.  
Replace TPA, check over function  
test to restore confidence in  
Rifle.  
warranty

27.00  
33.64  
60.64

# Remington.

## Factory Repair Instructions

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

Model Number: 700 Sps Tactical	Serial Number: G685 1218	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
Name: Philip Parziale	Date of Purchase: 1/21/10	
Address (no PO Boxes): 12 Adam Drive		
City: Parsippany	State: NJ	Zip: 07054
Phone (Daytime): 973-585-4291	Fax: 973-585-4292	
E-mail Address: Parzi@aol.com		
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.		
Please describe your problem:		
I placed a round in the open chamber & closed the bolt with the safety on. When I switched the safety to the fire position the rifle fired without the trigger being pulled. As soon as the lever went to "F" it went off. I did not see if it would repeat.		
Ammunition Information:		
Manufacturer: Remington	Type: 308 Win	
Other (i.e. bullet weight/type, shot size, powder): Express Core-Lokt 180 gr PSP 308W3		
Handload Information:		
Powder Used:	Powder Weight:	
Case/Hull Used:	Primer Used:	
Bullet Type/Shot Size:	Reloader Used:	
Firearms Care (Cleaning and Lubrication): 1st Round never touched prim		
Brand of cleaning solution used: to firing		
How often do you clean the bore? (Months or Number of rounds)		
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:		

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
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>
<p><b>⚠ WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.</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>

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www.bulletholeinc.com

ORDER NO.	DATE
32849	1-21-10

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QUANTITY	DESCRIPTION	PRICE
1	Remington 700 T&E 308 Win	659.99
	TAX	46.19
	Total	706.18

## TERMS AND CONDITIONS

There are no warranties implied. Seller shall not be liable for any loss or injury arising from the use of this product. All items must be paid in full in 45 days. If not, a 20% restocking fee will be imposed. No cash refunds or charge backs on any items. We do not accept any returns on firearms or ammunition. ALL RETURNS WILL BE CHARGED \$15.00 NICK'S AND \$5.00 PROCESSING FEES.

BULLET HOLE

(AUTHORIZED SIGNATURE)

(CUSTOMER SIGNATURE)