

Remington Arms Co., Inc.
Product Service
Legal Case #:5143

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212735	12/3/2010	12/6/2010	12/8/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Petrarca	500 Walnut St.	Vandergrift	PA	15690		H 724-568-2096 E paps_family@comcast.net

Incident Information

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

11/19/10: Customer called in. He stated that he had a FSR 5 years ago. No damage - No injury. He has been on the internet & believes we have issues. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6673078	EQ	10/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSCAR ROBBINS PITTSBURGH PA		Y			

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 - Repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$60.23	12/8/2010				

11/19/10: Sending ARS, ltr, form. df 12/8/10: Per Fred S. - Could not duplicate concern. Check over, replace TA, clean & test fire under BLM program - quote. df 12/8/10: I left customer a message to call me. df 12/8/10: Customer called & apprvd repair. Paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		EQ
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

RECEIVED
JUN 20 1964

PS 13717

5143

COPY

22"
EQ 10/1
SJS
011

November 19, 2010

Paul Petrarca
500 Walnut St.
Vandergrift, PA 15690
Ph: 724-568-2096

Ref: # 5143

Dear Mr. Petrarca,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial
Number:

A6673078

Model: 700



RE00212735

could not duplicate concern.
check over, upma TPA, clean +
test fire under BCP B02 \$20.00
+ ship

Quote

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

Print

Reset

Model		Serial	
Number: 700 BDL		Number: A6673078	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: PAUL A. PETRARCA		Date of Purchase: PRIOR TO 1980	
Address (no PO Boxes): 500 WALNUT STREET			
City: VANDERGRIFF		State: PA	Zip: 15690
Phone (Daytime): 724-568-2096		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) PAPS_FAMILY@COMCAST.NET			
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: NOVEMBER, 2005 - I MOVED THE SAFETY TO FIRE POSITION TO UNLOAD RIFLE & THE ROUND IN CHAMBER FIRED. (SEE PAGE #3)			
500 characters left			
Ammunition Information:			
Manufacturer: REM		Type: 165gr PSP	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPE'S #9 / GUNSLICK
How often do you clean the bore? (Months or Number of rounds)	B-4 AFTER USE
How often do you clean the action? (Months or Number of rounds)	B-4 AFTER USE
How often do you clean the trigger assembly? (Months or Number of rounds)	1 / YEAR
Brand of lubricant used:	OLIO / REMINGTON REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	AFTER CLEANING
How often do you lubricate the action? (Months or Number of rounds)	AFTER CLEANING
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 / YEAR
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?) NEVER	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> 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.</p> <p style="text-align: center;">:: 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</p>	

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. We process checks electronically through Check21.

I HAD ATTRIBUTED THE DISCHARGE TO THE FACT THAT IT WAS
COLD. I DID NOT USE THE RIFLE AFTER THAT INCIDENT.
I COULD NOT REPEAT THE CONDITION, BUT NEVER TRUSTED THE
RIFLE AFTER THAT.

I DID NOT KNOW OF A "PROBLEM" WITH RIFLE UNTIL LAST
WEEK WHEN I WAS TOLD OF ARTICLE ON T.V.

I RESEARCHED WEB & FOUND YOUR INFO ON YOUTUBE AND
THEN DECIDED TO GO FOR FIX.

Thank You !

Paul G. Pharo

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/19/2010	REQUESTED BY:	Dell
QUANTITY:		WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5143 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Paul Petrarca 500 Walnut St. Vandergrift, PA 15690 Ph: 724-568-2096
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX595 NOV 19, 2010 ALL CURR USD 1 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065744186
REF 1: PAUL PETRARCA/CO/DMF
REF 2: 5143/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 7.42	PUB+HANDLING	7.42







