

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5196

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214012	12/13/2010	11/24/2010	12/14/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Quaresima	23 Hinrick Circle	Queensbury	NY	12804		H 518-793-7126

## Incident Information

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

11/24/10 Per call from Thomas, for the first time since he's had it, he had his 700 fire on safety release about a week ago. He is not the original owner.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	n/a	A6758273	KV	5/2/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	L HORTON DIST SOUTHBOROUGH MA		N			

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 and test fire for BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
60.23	12/20/2010

11/24/10 Mailing a box and ARS.cm 12/20/10 Per Ilion, Could not duplicate concern. Trig assm dirty and sticky causing parts to work sluggish. Replace TPA, clean and test fire under bolt lock safety modification price of \$20 + shipping and tax.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 7MM REM EXP
	Date Code		KV
	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	STICKS
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	SCRATCHES/DENTS
	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---	.007
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY STICKY SLUGGISH
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

16/17/10 11:06:10

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

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frmREInquiry - Repair Inquiry

Repair Number: **RE00214012** Serial: A6758273 Model: 700 Center Fire Caliber: 7  
MM EXP REM Produced: 05/02/1979 SKU: 20000 Repairman: \_\_\_\_\_  
Verify Repair: **High Priority** Status: New 12/12/2010 4:10:49 AM

ADDRESS INFORMATION

Customer: **THOMAS QUARESIMA** Received from: **THOMAS QUARESIMA**  
Name: **THOMAS QUARESIMA** Return To: **THOMAS QUARESIMA**  
Address 1: **23 HINRICK CIRCLE** Address 1: **23 HINRICK CIRCLE**  
Address 2: \_\_\_\_\_ PO Box: \_\_\_\_\_ PO Box: \_\_\_\_\_  
City: **QUEENSBURY** City: **QUEENSBURY**  
State: **NY** Zip Code: **12804** Country: **US** NY Zip Code: **12804** Country: **US**

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

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

Date	Code	User ID	Desc1	Desc2	
12/12/2010 4:10:49 AM	New	valentds	Repair Added		
12/12/2010 12:00:00	EmailSent	ArmEmail	Repair Received	HOCKEYMD	
12/12/2010 12:00:00	EmailVerified	ArmEmail	Receipt	HOCKEYMD	
12/14/2010 10:00:00	Maint	Travisbw	Repair Maintenance	Status: New	

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude IATC ☐

Current Status: New  
12/12/2010 4:10:49 AM  
valentds  
Repair Bench  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

hagled - ILN/Prod frmRepairMain NAGLEJ Tuesday, Dec 14 2010 10:33 AM

Start 2 Microsoft 2 Microsoft Part Search b SAP Logon 710 My Exch - W frmRepairMai 11:02 AM

27  
15  
35  
26.23  
97.23  
- 37  
60.23

RECEIVED  
DEC 17 2010

BY: \_\_\_\_\_

# Remington®

5196

22"  
12V 5/7c  
6.5#  
007

November 24, 2010

Thomas Quaresima  
23 Hinrick Circle  
Queensbury, NY 12804

Subject: #5196, Model 700

Dear Mr. Quaresima,

Per our conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

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

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

could not duplicate concern.  
T.A. DIRTY & STICKY CAUSING  
PARTS TO WORK SLUGGISH.  
replace TPA, clean & test fire  
under BLP for \$20.00 + ship

@ note

Serial  
Number

A6758273

Model: 700



RE00214012

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)

PS 13799

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

Model Number:	700	Serial Number:	A 6758273
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: THOMAS A. QUARESIMA		Date of Purchase:	
Address (no PO Boxes): 23 HEINRICK CIRCLE			
City: QUEENSBURY	State: NY	Zip: 12804	
Phone (Daytime): 518 793 7126	Fax: 518 743 1604		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) hockeymd@adelphia.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:			
<p>Date of occurrence 11 4 2010 When rifle was being unloaded, the rifle accidentally went off when the safety was moved from safe to fire. Trigger was not touched. Never happened before. No one hurt.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: Hornady		Type: Rem. 280 R P	
Other (i.e. bullet weight/type, shot size, powder): 13.9 gr. SST			
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 / Cuters
How often do you clean the bore? (Months or Number of rounds)	Approx every 3 mo
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)	Once year
Brand of lubricant used:	Hoppe's / Cuters
How often do you lubricate the bore? (Months or Number of rounds)	Approx every 3 mo
How often do you lubricate the action? (Months or Number of rounds)	11
How often do you lubricate the trigger assembly? (Months or Number of rounds)	11
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?	
<p>Remington Arms Co., Inc.          Attn: Arms Service Division          14 Hoefler Avenue          Ilion, NY 13357</p>	
<p>⚠ 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>:: 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.</p>	

Since last cleaned, only 2 rounds  
have been fired (one accidental).



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/24/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xxxxxx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700 A6758273			

## LABEL INFORMATION

MAIL LABEL TO:	Thomas Quaresima 23 Heinrich Circle Queensbury, NY 12804
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066055697  
REF 1: THOMAS QUARESIMA/CD/CM  
REF 2: 700/16758273  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
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  
TOT PUB CHG 7.24 PUB+HANDLING SP 0.00 7.24







