

Remington Arms Co., Inc.

Product Service

Legal Case #:5131

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213790	12/10/2010	11/18/2010	12/13/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph	Marchese	7 Crescent Pl	Yonkers	NY	10704		Ejmm5@westchestergov.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on closing bolt	Concern:1008 Fired on Bolt Closing	Unknown	
C				

11/17/10 Per email sent to Remington.com, incid #101110-000005, I bought My rifle last fall did not get a chance to fire it till now. Took it to the range fired three rounds off and no problems yet. Went to chamber 4th round when I close the bolt it fired without touching the trigger. I then put 4 more rounds in the magazine and fired them with no problem."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	S6708648	DD	9/3/2009 10:58:46 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2009	GANDER WAREHOUSE #1/Leban	SCOPE BASE	Y			

CONCERN:FBC

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, check over, clean, test at no charge						
Repair/Replacement Cost	Repair/Replacement Date					
42.00	12/20/2010					

11/18/10 Mailing ARS.cm 12/20/10 Per Ilion, could not duplicate concern. Trig assm functioning as designed, check over completely, clean and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/13/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPR
	Date Code		DD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

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

Model Number: 700		Serial Number: 56708648	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Joseph Marciles		Date of Purchase: 11/7/2009	
Address (no PO Boxes): 7 Crescent Pl.			
City: Yonkers		State: NY	Zip: 10704
Phone (Daytime): 914-751-3392		Fax: 914	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) joemil@optonline.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: Bore sighted it was I brought it last year, took it to the range few weeks ago to sight in. I took 3 shot a target down opened bolt to rack 4th shot. it went off (fired) when it just closed the bolt. I was so surprised when it fired I did not touch trigger. I then put a few more bullet in mag. and shot them with no further problems. I did not clean gun to leave it as it was at time. 500 characters left Thank you Ted Marchese			
Ammunition Information:			
Manufacturer: Remington		Type: 30.06 150GR	
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:	N/A
How often do you clean the bore? (Months or Number of rounds)	N/A
How often do you clean the action? (Months or Number of rounds)	N/A
How often do you clean the trigger assembly? (Months or Number of rounds)	N/A
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	1
How often do you lubricate the action? (Months or Number of rounds)	N/A
How often do you lubricate the trigger assembly? (Months or Number of rounds)	N/A
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?	
N/A	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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.</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>	

5131

24"
DD9/09
4#
.012

November 18, 2010

Joseph Marchese
7 Crescent Pl
Yonkers, NY 10704

Subject: #5131, Model 700

Dear Mr. Marchese,

Enclosed is a UPS ground prepaid shipping label. 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

enclosure

Serial
Number:

S6708648

Model: 700



RE00213790

could not duplicate concern
T.A. functioning as designed
checked over completely, clean
& test fire. AT N/C
warranty

Selection Criteria

frmREInquiry - Repair Inquiry

Repair Number: RE00213790

Serial S6708648 Model
700 Center Fire Caliber

Repairman:

Status: New 12/10/2010 10:15:26 AM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: JOSEPH MARCHESE

JOSEPH MARCHESE

Address 1: 7 CRESENT PLACE

7 CRESENT PLACE

Address 2: PO Box:

PO Box:

City: YONKERS

YONKERS

State: NY

Zip Code: 10704

Country: US

NY

Zip Code: 10704

Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/10/2010 10...	New	valentds	Repair Added	
12/10/2010 10...	Expedite	valentds	From: Check In	To:
12/10/2010 12...	EmailSent	ArmEmail	Repair Received	JOEMIL@OF
12/10/2010 12...	EmailVerified	ArmEmail	Receipt	JOEMIL@OF
12/13/2010 10...	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 TATC

Current Status

New
 12/10/2010 10:15:26 AM
 valentds
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search

Refresh

Close

RECEIVED
 DEC 17 2010

BY:.....

Reference #
101110-000005
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/10/2010 01:11 AM
Initial Response
11/16/2010 10:29 PM
Last Updated
11/17/2010 01:41 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

My remington 700

5131

Discussion Thread**Customer (Joseph Marchese)**

11/17/2010 01:41 AM

Sorry for not getting back right away was on vacation. Please send shipping label to Joseph Marchese 7 Crescent Pl. Yonkers N.Y. 10704 and thank you very much.

From: Remington Information [mailto:info@remington.com]

Sent: Tuesday, November 16, 2010 10:30 PM

To: Marchese, Joseph

Subject: My remington 700 [Incident: 101110-000005]

Response (Christy -)

11/16/2010 10:29 PM

Mr. Marchese, I apologize for the delay in responding. I can send you a prepaid UPS ground shipping label for shipment to our factory for a free inspection. Send me the address to mail it to as well as the address the rifle would need to ship back to and the serial number of your rifle.

Customer (Joseph Marchese)

11/10/2010 01:11 AM

I bought My rifle last fall did not get a chance to fire it till now. Took it to the range fired three rounds off and no problems yet. Went to chamber 4th round when I close the bolt it fired without touching the trigger. I then put 4 more rounds in the magazine and fired them with no problem. Please let me know of any problems with this rifle or recall on it. I plan to go hunting in a week or so. Thanks Joseph marchese
(joemil@optonline.netjoemil@optonline.net>) p.s I bought the rifle at Gander mountain in Middletown,ny

Primary Contact**First Name:** Joseph**Last Name:** Marchese**Organization:****Login:** jmm5@westchestergov.com**Title:****Contact Type:****Email:** jmm5@westchestergov.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xx	
DESCRIPTION: <div style="text-align: center;">700</div>			

LABEL INFORMATION

MAIL LABEL TO:	Joseph Marchese 7 Crescent Pl Yonkers, NY 10704
RETURN ITEM TO: Remington Prod Serv	

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

4XX596 NOV 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065687257
REF 1: JOSEPH MARCHESE/CD/CM
REF 2: 700

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





