

Remington Arms Co., Inc.
Product Service
Legal Case #:5493

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218996	1/14/2011	12/23/2010	1/17/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Ciccasso	18798 SW 293 Terrace	Homestead	FL	33030		C 305-796-3021

Incident Information

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

12/23/10 Per call from Paul, a couple of months ago his rifle fired when he closed the bolt. He bought it second hand.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	25769	B6746702	DF	9/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	TUSCARORA/ELLETT BROS29036	SCOPE BASE	N			

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
Return as received per owners request						

Repair/Replacement Cost	Repair/Replacement Date

12/23/10 Mailing ARS.cm 1/26/11 Per lion, could not duplicate concern. Trigger assm dirty. Can offer to replace TPA, clean, test fire at 1/2 normal cost. Owner called and requested that it be returned as received on 1/20.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/17/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		24" 2506 REM

Barrel	Date Code		CF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cur Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,DENTS
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY (LITE)
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Remington.

24"
DF9/85
6#
009

5493

December 23, 2010

Paul Ciccasso
18798 SW 293 Terrace
Homestead, FL 33030

Subject: #5493, Model 700

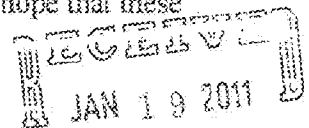
Dear Mr. Ciccasso,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels to cover shipment of the firearm for inspection at our factory. 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 boxes with "Product Service"**

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

Sincerely,

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

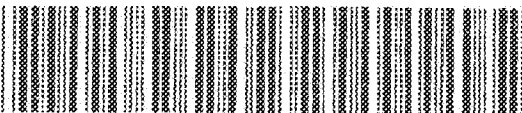


BY:.....

Serial Number:

B6746702

Model: 700



RE00218996

could not duplicate concern
T.A. DIRTY. CAN offer to replace
TPA, clean + test Rize AT
1/2 normal cost.

Quote

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

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

Model Number:	700	Serial Number:	B6746702
Are you the original owner? ☐ YES ☒ NO			
Name:		Date of Purchase:	
PAUL CICCAGGIO		1993	
Address (no PO Boxes):			
12491 SW 134th SUITE 26			
City:	MIAMI	State:	FL
Zip:		33186	
Phone (Daytime):	305-971-6262	Fax:	1-888-575-8128
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
CICCAGGIO@GMAIL.COM			
E-mail Address:			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence.			
JUNE OF 1994 I LOADED THE RIFLE AND IT IMMEDIATELY FIRED. THE SECOND OCCURRENCE WAS 2 1/2 WEEKS AGO.			
500 characters left			
Ammunition Information:			
Manufacturer:	REMINGTON	Type:	25-06
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:	BASSPRO SHOPS
How often do you clean the bore? (Months or Number of rounds)	AFTER EVERY FIRE/6 MONTHS
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	UNKNOWN
Brand of lubricant used:	HOPPE'S
How often do you lubricate the bore? (Months or Number of rounds)	AFTER EVERY FIRE
How often do you lubricate the action? (Months or Number of rounds)	AFTER EVERY FIRE
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?	
☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
UNKNOWN	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
⚠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. ⚠ 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/23/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Paul Ciccasso 18798 SW 293 Terrace Homestead, FL 33030
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969006605931
REF 1: PAUL CICCASSO/CO/CM
REF 2: 700

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.45
TOT PUB CHG 9.45		

