

Remington Arms Co., Inc.
Product Service
Legal Case #:5815

Case Information

REF	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223757	2/18/2011	2/3/2011	3/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		George V	Parsio	41 Brownfield Loop	Elkton	MD	21921		E gkparsio@atlanticbb.net

Incident Information

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

PI

PD

S Fired when safety was released

Cause:4038 Could Not Duplicate Concern
Concern:1007 Fired on Safe Release

Unknown

C

2/3/11 Per email sent to Remington.com, incid # 110120-000023, " I have a remington 700 left handed 7 mm magnum. i took the safety off to unload, and it fired by itself taking out my windshield, back window, and scaring the hell out of me."cm

Firearm Information

Mfg.	Type	Model/Ca.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6898168	OA	7/21/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAMMES BELEFONTAINE OH		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
Replace TPA, clean, test fire at no charge as a gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	62.40	3/1/2011				

2/3/11 Mailing ARS.cm 3/1/11 Spoke with Parsio, will replace TPA, clean, test fire at no charge as a gesture of goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		OA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	SLUGGISH
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	BOLT BODY RUSTY
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	1.00%
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND HAS A STICKY BROWN LUBE RESIDUE, PARTS WORK SLUGGISH
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5815
February 3, 2011

George V. Parsio
41 Brownfield Loop
Elkton, MD 21921

Subject: Case 5815, Model 700

Dear Mr. Parsio,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label 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 box with "Product Service".

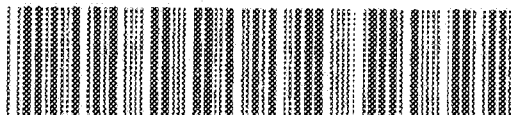
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

A6898168

Model: 700



RE00223757

RECEIVED
FEB 23 2011

BY:

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 LH	Serial Number:	A6898168
Are you the original owner? ☒ YES ☐ NO			
Name:	GEORGE V. PARSIO	Date of Purchase:	SEVERAL YEARS
Address (no PO Boxes): 41 BROWNFIELD LOOP			
City:	ELKTON	State:	MD.
		Zip:	21921
Phone (Daytime):	443-553-2853	Fax:	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) GKPARSIO@ATLANTICBB.NET			
E-mail Address: SAME AS ABOVE			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
AS I TOOK THE SAFETY OFF THE WEAPON FIRED TAKING OUT MY WINDSHIELD AND BACK WINDOW SCARING THE ——— OUT OF ME. DATE: THE LAST TIME I PICKED IT UP, I'VE BEEN AFRAID TO HUNT WITH IT AND ITS BEEN SITTING ON A SHELF			
500 characters left			
Ammunition Information:			
Manufacturer:	REMINGTON	Type:	7MM MAG. LEFT HAND
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:	HOPPES
How often do you clean the bore? (Months or Number of rounds)	AFTER ITS BEEN FIRED
How often do you clean the action? (Months or Number of rounds)	AFTER ITS BEEN FIRED
How often do you clean the trigger assembly? (Months or Number of rounds)	AFTER ITS BEEN FIRED
Brand of lubricant used:	HOPPES
How often do you lubricate the bore? (Months or Number of rounds)	SAME
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
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?	
ITS NEVER BEEN SERVICED	
What were the services performed?	
N/A	
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.	

Reference #
110120-000023

Status
Solved

Assigned To
Administrators
Christy -

Product
Other

SLA
Not specified

Queue
CSR

remington 700 trigger

5815

Discussion Thread

Note (Christy -)

02/03/2011 02:35 PM

Emailed him direct rather than through RightNow.

Customer (1 gkparsio@atlanticbb.net)

01/21/2011 07:12 PM

I have tried to get back into your answers with no luck
my question was about my 7mm mag rem 700 firing by itself, can you help
On Thu, 20 Jan 2011 15:10:09 -0500 (EST)
"Remington Information" info@remington.com wrote:
Thank you for contacting the Remington Arms Co. Online Help Center, we
appreciate your inquiry and look forward to the opportunity to be of
service to you.

To access your question from our support site, click the following
link or paste it into your web browser.

<http://remington.custhelp.com/app/account/questions/detail?id/372099>

Question Reference #110120-000023

Date Created
01/20/2011 04:10 PM

Initial Response
None

Last Updated
02/03/2011 02:35 PM

Date Closed
02/03/2011 02:35 PM

Summary: remington 700
Date Created: 01/20/2011 04:10 PM
Last Updated: 01/20/2011 04:10 PM
Status: Unresolved

Discussion Thread

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Customer (gkparsio@atlanticbb.net) - 01/20/2011 04:10 PM
I have a remington 700 left handed 7 mm magnum

I
took the safety off to unload, and it fired by itself
taking out my windshield, back window, and scaring the hell out of me
what can i do????
george v. parsio
41 brownfield loop
elkton md. 21521

gkparsio@atlanticbb.net <mailto:gkparsio@atlanticbb.net>

We hope that this information will be helpful to you. If we
can be of further assistance, please contact us at
1-800-243-9700, M-F, 9am-5pm EST.
Remington Arms
Co. -- America's Oldest Gunmaker
870 Remington Drive, Madison, NC 27025
1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801
Visit us in Remington Country at <http://www.remington.com/>
REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!
Whether you are a beginner or an advanced user,
our new Safety Section is a must for everyone.
<http://www.remington.com/safety>

Customer (1 gkparsio@atlanticbb.net)

01/20/2011 04:10 PM

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what can i do????

george v. parsio
41 brownfield loop
elkton md. 21521

gkparsio@atlanticbb.net gkparsio@atlanticbb.net

Primary Contact

First Name: 1
Last Name: gkparsio@atlanticbb.net
Organization:
Login: gkparsio@atlanticbb.net
Title:
Contact Type:
Email: gkparsio@atlanticbb.net
Email - Alternate #1:

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=D... 2/3/2011

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:	2/3/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XX	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: george v. parsio 41 brownfield loop elkton md. 21921
RETURN ITEM TO: Rem Product Serv

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

4XX506 FEB 9, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065100255
REF 1: GEORGE PARSTO/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
BY 0.00	COO 0.00	RS 0.50
QC 0.00	DGD 0.00	SD 0.00
RM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.94	PUB+HANDLING	7.94

