

Remington Arms Co., Inc.
Product Service
Legal Case #:4876

Case Information

REA#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215230	12/17/2010	10/27/2010	12/28/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Carl	Petrello	7348 Royal Melborn Dr. PO Box 15046	Las Vegas	NV	89114		H 702-645-6979 E petrelloc@jvhilton.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Concern:1036 Other - Does not trust firearm		Unknown	
C	Wants bolt lock modification			

10/27/10: Customer called in. He wants bolt lock modification done. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	A6677260	EQ	10/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSCAR ROBBINS PITTSBURGH PA	SCOPE BASE	U			

CONCERN:PBC

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				
	\$48.40	1/11/2011				

10/27/10: Sending ARS, letter, form, & box. Box order# 1153040. df 1/11/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM program - quote. Lisa Walters called for physical address & customer also provided CC# for payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		12/28/2010
	Product Type		RF
	Action Type		A
	Assigned To		T NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 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	VERY GOOD COND. AND CLEAN
	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---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

4876
October 28, 2010

Carl Petrello
PO Box 15046
Las Vegas, NV 89114
Ph: 702-645-6979

Ref: # 4876

Dear Mr. Petrello,

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

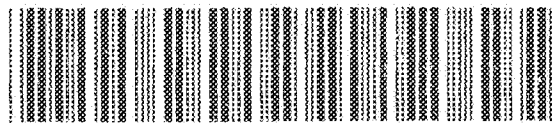
Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the boxes with the name "Supry". Mr. Supry will be inspecting the 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

A6677260

Model: 700

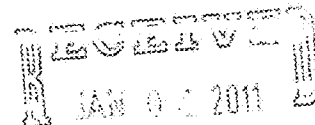


RE00215230 - Shipped

pd by CCH

can /d not duplicate concern:
can offer to replace TPA, clean
& treat fine under BLP Co R
\$ 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

PS 20527

4876
Model 700
Serial # A6677260

Mr. Supry,

Can you please save and reuse the same box that I sent my rifle to you in? I have added extra cardboard to the cover for more protection, as you can see the rifle is in excellent condition.

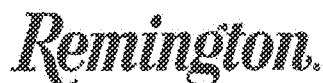
My Rem. 700 has fired several times over the years when the bolt was opened to unload the ammo. Thank God that I had the rifle pointed in a safe direction!! I have not used this rifle for about 20 years in fear of this happening again. I would like to have a bolt lock system installed which would help prevent this from happening so I can once again enjoy my firearm.

I understand that you will also be checking the trigger for possible problems. Is it possible to receive a discount on installing an "X Mark Pro Trigger" since you will have the rifle apart? Please let me know what this would cost.

I did not remove the scope mount because of the Loctite on the screws.

My Contact Info is; petreiloc@lyhilton.com or 702-645-6979

Thank You,
Carl A. Petrello



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL	I WILL MAIL XXXXXX		
DESCRIPTION: Ref# 4876 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Carl Petrello PO Box 15046 Las Vegas, NV 89114 Ph: 702-645-6979
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

AXX586 OCT 28, 2010 ALL CURR USD 1 OF 1
SVC GNDCCM OCT 17 10 0 LSC
TRACKING 124XX5860067209297
REF 1: CARL PETRELLO/OD/DNF
REF 2: 4876/RIFLE

HANDLING CHARGE \$.00
SINGLE PIECE PUB RATE CHRG
DY \$.02 COD \$.00 SVC 1/P USD
DC \$.00 DGD \$.00 RS \$.50
AN \$.00 PR \$.00 SD \$.00
TOP PUB CHG 11.75 PUB HANDL INC 11.75