

Remington Arms Co., Inc.
Product Service
Legal Case #:5825

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
227844	4/5/2011	2/4/2011	4/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Mirabella	7525 Snow Peak Ct. Unit J	Alexandria	VA	22306		W 703-298-0626 C 646-729-5888 E joe@mirabella.net

Incident Information

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

2/4/11: Customer called in. He stated that while the gun was unloaded, he closed the bolt & the firing pin dropped. He loves the gun & Remington. He wants the bolt lock modification done. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6514500	BW	1/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT SHP OLYPHANT PA	TWO PIECE 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 - Quote to repair under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	4/8/2011

2/4/11: Sending ARS, letter, form. df 4/8/11: Per Ilion - could not duplicate concern. TA set screws altered. Replace TA, clean & test fire under BLM - quote. I emailed quote to customer for appr & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPRG

	Date Code		BW
Barrel	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	
	Stock Condition	Slightly Worn; Functioning	NEW SYN STK
	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---	.008
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Fulcher, Dell Marie

From: postmaster@remington.com
To: joe@mirabella.net
Sent: Friday, April 08, 2011 11:31 AM
Subject: Relayed: Joe Mirabella - Remington Ref# 5825

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

joe@mirabella.net

Subject: Joe Mirabella - Remington Ref# 5825

QUOTATION

Remington Arms Company, Inc.

**ESTIMATING
REPORT**

Parts/Repairs 800-243-9700
Fax 336-548-7801

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

www.remington.com info@remington.com

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00227844 Account # - R-	Description/Serial Number 6514500	Date Received - 4/5/2011 Estimate Date - 4/6/2011 Current Date - 4/8/2011
Customer JOE MIRABELLA 7525 SNOW PEA CT. UNIT J ALEXANDRIA. VA 22306 US		Return To JOE MIRABELLA 7525 SNOW PEA CT. UNIT J ALEXANDRIA. VA 22306 US
Phone (H) (646)-729-5888 Phone (W) (703)-298-0626		Fax Email JOE@MIRABELLA.NET

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
 If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Problems			
Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes could not duplicate concern. trigger assm set screws altered. replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
				Sub Total:		\$37.00
				Est. Sales Tax:		
				Grand Total:		\$37.00

Remington®

22"
BW 1/7
4#
008

5825

February 4, 2011

Joe Mirabella
7525 Snow Peak Ct.
Apt J
Alexandria, VA 22306
Ph: 646-729-5888

Ref: # 5825

Dear Mr. Mirabella,

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 box with "Product Service". Product Service 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

could not duplicate concern
T.A. set screws altered.
Replac TPA, clean + test fire
under BCP for \$ 20.00 + ship

Serial Number:

6514500

Model: 700



RE00227844

RECEIVED
APR 07 2011

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

Print

Reset

Model Number: 700 BDL		Serial Number: 6514502	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: JOE MIRABELLA		Date of Purchase: 1974	
Address (no PO Boxes): 7525 SNOW PEA CT UNIT J			
City: ALEXANDRIA		State: VA	Zip: 22306
Phone (Daytime): 703 298 0626		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JOE @ MIRABELLA. NET			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: POSSIBLE DEFECTIVE SAFETY LEVER AND TRIGGER BOLT IS SEPARATELY PACKAGED IN BOX 500 characters left			
Ammunition Information:			
Manufacturer: FEDERAL		Type: 180 GR	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used: NA		Primer Used: NA	
Bullet Type/Shot Size: NA		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input style="width: 80%;" type="text" value="CLP"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 80%;" type="text" value="50 ROUNDS"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 80%;" type="text" value="6 MO"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 80%;" type="text" value="6 MO"/>
Brand of lubricant used: <input style="width: 80%;" type="text" value="CLP"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 80%;" type="text" value="CLEANING REGULARLY"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 80%;" type="text" value="REGULARLY"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 80%;" type="text" value="REGULARLY"/>
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? <input style="width: 80%;" type="text" value="NEVER"/>
What were the services performed? <input style="width: 80%;" type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> 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 style="margin-left: 40px;">:: Record the serial number of your firearm before sending it.</p> <p style="margin-left: 20px;">:: 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 style="margin-left: 40px;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="margin-left: 20px;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5825 rifle			

LABEL INFORMATION

MAIL LABEL TO: Joe Mirabella 7525 Snow Peak Ct. Apt J Alexandria, VA 22306 Ph: 646-729-5888
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 FEB 7, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969067012016
REF 1: JOE MIRABELLA/CD/DMF
REF 2: 5825

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 DGD 0.00 SP 0.00
AH 0.00 PR 0.00 PUB+HANDLING 8.80
TOT PUB CHG 8.80







