

Remington Arms Co., Inc.
Product Service
Legal Case #:7337

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
257877	2/8/2012	1/27/2012	2/20/2012	1/26/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Anthony J.	Chiodo	1704 Gross St.	Conway	PA	15027		H 724-869-9300

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot through house door, shattered the glass	Cause:4038 Could Not Duplicate Concern			Unknown
S FBC	Concern:1008 Fired on Bolt Closing			
C				

1/27/12: Customer called in. He said that he was unloading rifle on 1/26/12 at his friend's camp house & had a FBC. He said he shot through the door, shattered the glass in the door & ended up with a hole in the deck. No injury. He wants us to pay for the repair of the door. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/22-250 REM	n/a	261538	RP	11/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE,BOTTOM HALF RINGS	Y			

2/8/12: After your exam - please do BLM at n/c - goodwill gesture. df 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
Repair under BLM @ n/c - goodwill gesture						

Repair/Replacement Cost Repair/Replacement Date

\$46

1/27/12: Mailing ARS & forms. Box order # 1301745. df 2/8/12: Customer sent the repair bill for the door. He doesn't expect to pay it. \$34.98. df 2/20/12: Per Ilion - Could not duplicate concern. Trigger Assm dirty,safety clip out of position causing safe to work too easily. Replace trigger plate assm, clean and test fire under bolt lock program at no charge. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/9/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 22-250 REM
	Date Code		RP
	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	
	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---	.004
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

7337

January 27, 2012

COPY

24 11
RP 11/67
S. 5th
004

Anthony J. Chiodo
1704 Gross St.
Conway, PA 15027
Phone: 724-869-9300

Ref: # 7337, Model 700, Serial # 261538

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

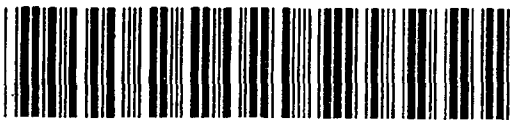
Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

261538
Model: 700



RE00257877

could not duplicate concern
T.A. dirty, safety clip out of pos. +
safe works too easy. replace TPA,
clean + test under BCP AT
N/C per agreement.

260974

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

PS 27252

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="261538"/>	
Name: <input type="text" value="Anthony J Chiodo"/>		Date of Purchase: <input type="text" value="1970 2"/>	
Address (no PO Boxes): <input type="text" value="1704 GROSS ST"/>			
City: <input type="text" value="Canaway"/>		State: <input type="text" value="PA"/>	Zip: <input type="text" value="15027"/>
Phone (Daytime): <input type="text" value="724-869-9300"/>		Fax: <input type="text"/>	
E-mail Address: <input type="text"/>			
Please describe your problem: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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>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>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.</p> <div style="display: flex; justify-content: space-around;"><input type="button" value="Print"/><input type="button" value="Reset"/></div>			

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number	Serial Number / Description	Date of Request: 01/30/2012
SR00011168	261538	Date Printed: 01/30/2012
Model 700 Center Fire Caliber: 22250		
Customer:	Destination:	
ANTHONY CHIODO	Arms Services	
1704 GROSS ST.	14 Hoefler Ave	
CONWAY, PA 15027 US	Ilion, NY 13357 US	
Email:	Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

gun won't off closing Bolt

Service Request Section

Product Service # 7337

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total:	.00
Est Sales Tax:	.00

SALES TICKET
PA 5381

No 790

ECONOMY PLUMBING & HEATING CO., INC.

407 State Street
Baden, PA 15005 724-869-9310

Name Tony Chiodo Street 724-869-9300

City _____ State _____

Date 1-27-12

PRICE

1	plex-A-glass	\$33.00
1	BK Nylon	

198

34.98

1 1/2% per month charge is made on past due invoices. (Annual percentage rate 18%)

Customer Signature _____

Inclosed is the shell that went off
in my Rifle while closing the bolt. Also
is the name and address of my neighbor
James Sisley
1509 Dupont ST
Conway, PA 15027. IT WAS AT HIS CAMP
WHERE THIS HAPPENED. HE WAS THERE WITH ME.
ALSO IS A COPY OF THE COST TO REPAIR
THE SCREEN DOOR. THANK GOD NOBODY GOT
HURT OR KILLED. I DON'T THINK THAT I
SHOULD HAVE TO PICK UP THIS BILL!

Thank you

Anthony J Chiodo

01-30-12
20
01 *33.00
*1.98
*34.98
696.3
15-04
TX TH
32


ARS LABEL REQUEST FORM

DATE: 01/30/2012	Service Request # SR00011168
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	ANTHONY CHIDO 1704 GROSS ST. CONWAY, PA 15027 US SR00011168 Email:
RETURN ITEM TO:	ILN Arms Services


 ACT WT 10.0 LBS #PK 1
 4XX696 JAN 30, 2012 BL WT 10.0 LBS
 SVC GND COM ALL CURRENCY USD
 TRACKING# 1Z4XX6969066984488
 REF 1:SR00011168
 REF 2:
 HANDLING CHARGE 0.00
 SHIPMENT PUB RATE CHARGES:
 DV 0.00
 DC 0.00
 AH 0.00
 TOT PUB CHG 9.69
 FRT: 3RD
 SVC T/P USD
 RS 0.50
 COD 0.00
 DGD 0.00
 PR 0.00
 PUB + HANDLING 9.69
 ROD 0.00

ATTN: Product Service



