

Remington Arms Co., Inc.
Product Service
Legal Case #:7492

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261422	3/12/2012	3/16/2012	3/16/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gerald	Zoccola	105 Marywood Lane	Easton	PA	18042		H 610-250-9211

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

SR# 14518 - Reason for Return: Broken Trigger Guard. Service Request Section: Accidental Discharge when safety was dis-engaged. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6363346	DI	10/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPT MONTDALE PA	SCOPE,SEE THRU MOUNTS	U			

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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62					

3/21/12: Per Ilion - TA dirty & sticky, parts work sluggish. Replace TA, clean & test fire under BLM - quote. df 3/22/12: Customer paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		DI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn; Functioning	

	Condition		
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; Not 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	
Scar	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,SEE THRU MOUNTS

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



22"
DI 9/76
7#

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

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number: SR00014518
Serial Number / Description: A6363346

7492

Date of Request: 03/06/2012
Date Printed: 03/06/2012

Customer:
GERALD ZOCCOLA
105 MARYWOOD LANE
EASTON, PA 18042 US

Destination:
Arms Services
14 Hoefler Ave
Dion, NY 13507 US

Email: gzoock1@gmail.com

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

M307 - BROKEN TRIGGER TRIGGER GUARD

Service Request Section

ACCIDENTAL DISCHARGE WHEN SAFETY WAS DIS-ENGAGED

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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NUMBER: A6363346

Model: 700



RE00261422

Trig. Assm dirty & sticky, parts work sluggish. Replace TPA, clean & test fire under BLP for \$20.00 + ship. Quote
First Time in for Repair

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Grand Total \$.00

RECEIVED
MAR 21 2012

BY:

DEAR Sir,

I was hunting with my friend Bob Swigart and his Model 700 fired when he moved the safety to the fire position to unload the gun I realized at that point that my 700 (model) had done the same thing when hunting last season.

Bob sent his gun into your repair center and Remington replaced his trigger mechanism free of charge. This problem happened one time afterwards at the range and I will not use the gun again until the problem is resolved. The misfire only happened twice and you may not get it to happen again unless it is fired many times.

Gerald Zocco
105 Marywood Lane
Easton PA 18042

610-250-9211

Model 700

Serial number A6363346





