

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2612

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 149477 | 8/15/2008   | 8/18/2008       | 8/18/2008   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name   | Street           | City   | State | Zip   | Age | Contact  |
|----------|----------|------------|-------------|------------------|--------|-------|-------|-----|--|
| Reporter |          | Ernest     | Virgili Jr. | 133 First Street | Mather | PA    | 15346 |     | H 724-883-2595<br>C 724-998-3095<br>E ernievirgili@yahoo.com |

## Incident Information

| Claims | Codes                           | Repair Est.                        | Medical Treatment | Medical Status |
|--------|---------------------------------|------------------------------------|-------------------|----------------|
| PI     |                                 |                                    |                   |                |
| PD     | Cause:4015 Improper Maintenance |                                    | Unknown           |                |
| S      | fires when bolt is closed.      | Concern:1008 Fired on Bolt Closing |                   |                |
| C      |                                 |                                    |                   |                |

8/19/08-correspondence from repair-rifle will randomly fire on bolt closing.lw

## Firearm Information

| Mfg.           | Type                          | Model/Ga.            | SKU            | Serial   | Bbl. | DOM      |
|----------------|-------------------------------|----------------------|----------------|----------|------|----------|
| Remington      | CF/BA                         | 700/243 WIN          | 20000          | A6746706 | CV   | 4/3/1979 |
| Date Purchased | Where Purchased               | Accessories          | Original Owner |          |      |          |
|                | NATIONWIDE SPT SOUTHAMPTON PA | SCOPE BASE,HARD CASE | U              |          |      |          |

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement           | Release of Claims       | Release Date            | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|----------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Replace TA under SMP |                         |                         |               |                 |                |               |
|                      | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |

8/19/08-quote sent to replace ta under smp.lw

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                 | Comment                  |
|-------------|--------------|----------------------|--------------------------|
| Examination | Examiner     |                      | B.TRAVIS                 |
|             | Exam Date    |                      | 8/18/2008                |
|             | Product Type |                      | RF                       |
|             | Action Type  |                      | A                        |
|             | Assigned To  |                      | F.SUPRY                  |
| Cause       | 4015         | Improper Maintenance | TRIG ASSM DIRTY,SLUGGISH |
| Barrel      | Description  |                      | 22" 243 WIN              |
|             | Date Code    |                      | CV                       |
|             | Bore Plugged | False                |                          |
|             | Bulged       | False                |                          |
|             | Fired        | False                |                          |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=2612&Type=Case>

8/19/2008

|                          |                        |                                 |
|--------------------------|------------------------|---------------------------------|
|                          | 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            | STANDARD M/700 BOLT LOCK SAFETY |
|                          | Function               | Like new; Functioning           |
| Sear                     | Lift                   | ---Select---                    |
|                          | Notch                  | Like new; Functioning           |
|                          | Test Fired             | False                           |
| Feeding Test             | Tests                  | False                           |
| Trigger                  | Condition              | Slightly Worn; Not Functioning  |
|                          | Pull                   | ---Select---                    |
|                          | Altered                | False                           |
|                          | Sub-Assembly           | M/700 Bolt Lock                 |
| Non-Remington Components | Description            | SCOPE BASE,HARD CASE            |

**Arms Services Repair & Estimate System**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

**Repair Inquiry**

Repair Number: **RE00149477** Serial: A6746706 Model: 700 Center Fire with 22 inch barrel Caliber: 243 WIN BDL L/SIGHTS Produced: 04/03/1979 Repairman: Status: Repairing: 8/18/2008 11:45:47 AM

Verify Repair

**Address Information**

Customer Received From Return To Received From

Name: **ERNEST VIRGILI JR** **ERNEST VIRGILI JR**

Address 1: **133 FIRST STREET** **133 FIRST STREET**

Address 2: **PO Box** **PO Box**

City: **MATHER** **MATHER**

State: **PA** Zip Code: **15346** Country: **US** State: **PA** Zip Code: **15346** Country: **US**

FFL

**Contact / Condition** **Problems** **Estimate** **History / Status** **Shipping / Billing**

| Date             | Code       | User ID   | Desc1               | Desc2                       |
|------------------|------------|-----------|---------------------|-----------------------------|
| 8/15/2008 9:08:2 | New        | brigidoww | Repair Added        |                             |
| 8/15/2008 9:11:4 | Closed     | brigidoww | Closed at Expedite  |                             |
| 8/16/2008 12:05  | Email Sent | ArmEmail  | Repair Received     | ernie_virgil@yahoo.com      |
| 8/18/2008 11:45  | ReOpened   | pencil    |                     |                             |
| 8/18/2008 2:58:2 | Comment    | supryll   | Returned for repair | Bolt Lock Modification Prog |

☐ Shipping Hold  
☐ InterFace Hold  
☐ Estimate Sent  
☐ Parts Received  
☐ Passed Inspection  
☐ ReturnAs Received  
☐ Has been Approved  
☐ Internal Repair

**Current Status**  
Repairing  
8/18/2008 11:45:47 AM  
pencil

**Product Services**  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

**Repair Search** **Refresh** **Close**

supryll 8/18/2008 2:58 PM CAPS INUM HNS SCPL

start Inbox - Microsoft Out... Arms Services Repair PS Hold Guns AS Search for a Serial Nu... 2:58 PM

**ERNEST VIRGILI, JR.**133 First Street, Mather, PA 15346  
(724) 883-2595 or (724) 998-3095 cell

August 13, 2008

Remington Arms Co., Inc.  
Attn: Arms Service Division  
14 Hoefler Avenue  
Ilion, NY 13357

T1219. ASSM. is contaminated with a  
partially dried + sticky lubrication  
residue, causing sear to work sluggish.  
Replace TPA, check over, clean under  
bolt + lock program for \$20.00.  
Quote

CV 4/79  
4.5#  
22"  
007

Dear Sirs or Madam:

Enclosed please find my Model 700 BDL, .243 Win. Bolt Action Rifle (Serial #A6746706. I purchased this rifle new in November of 1981. This rifle will randomly fire upon closing the bolt. I noticed this issue approximately 3-5 years after I purchased the gun new. I have been able to use it some, but it is extremely unsafe in this condition—you cannot predict when it is going to fire.

I spoke to one of your customer service representatives the afternoon of August 11, 2008. He gave me the details about returning my rifle for repair. My understanding is that Remington will repair this rifle by replacing the existing trigger and safety system with a newly designed trigger and safety system that will correct the random safety/firing issue. I was told that the total cost for this repair would be \$30, and return shipping is included in that price. I also read on your website that repairs in this price range are returned to the customer COD.

Please notify me if any of this information is incorrect, but hopefully I have the correct facts. I would like to have this particular rifle back and in working order as soon as possible, as it is and always has been an extremely accurate rifle. My friends and I were amazed by the out-of-the-box accuracy that this rifle displayed. This is not the only high-powered rifle in my arsenal, so it doesn't get hunted with extensively, but it is one of my favorites due to it's inherent accuracy and stylish good looks.

If you have any questions or concerns, do not hesitate to contact me at the phone numbers listed above or by e-mail at the following e-mail address [ernie\\_virgili@yahoo.com](mailto:ernie_virgili@yahoo.com).

Thank you for your time with the repair of this fine older rifle. I will be looking forward to receiving it soon. Please send my repaired rifle to the following address: **133 First Street  
Mather, PA 15346**

Sincerely yours,

*Ernie Virgili*  
Ernie Virgili

EV  
Enclosures

Serial Number:

**A6746706**Model: **700****RE00149477**



## Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

|   |  |                                 |            |
|---|--|---------------------------------|------------|
| Model Number: 700 BDL   |  | Serial Number: A6746706         |            |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  |  |                                 |            |
| Name: Ernest Virgili, Jr.   |  | Date of Purchase: November 1981 |            |
| Address (no PO Boxes): 133 First Street   |  |                                 |            |
| City: Mather  |  | State: PA                       | Zip: 15346 |
| Phone (Daytime): 724-998-3095   |  | Fax: N/A                        |            |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ernie_virgili@yahoo.com  |  |                                 |            |
| E-mail Address:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.  |  |                                 |            |
| <b>Please describe your problem and date of occurrence:</b><br>This rifle will randomly fire upon closing the bolt. This issue occurred approximately 3-5 years after I purchased the gun new. I had it checked by a competent gunsmith, and he did not find any problems. He mentioned that it may have been a build up of lubricating oil. As you will be able to determine upon inspection, this rifle has not been used much. It is not a case of overuse, abuse, or neglect. I would estimate a total of 300 - 500 shots fired through this gun. |  |                                 |            |
| 23 characters left  |  |                                 |            |
| <b>Ammunition Information:</b>  |  |                                 |            |
| Manufacturer: Remington   |  | Type: Core Lokt - Pld. Soft     |            |
| Other (i.e. bullet weight/type, shot size, powder): both the 80 & 100 gr.   |  |                                 |            |
| <b>Handload Information:</b>  |  |                                 |            |
| Powder Used: IMR-4350   |  | Powder Weight: 41 gr.           |            |
| Case/Hull Used: Remington   |  | Primer Used: CCI-200            |            |
| Bullet Type/Shot Size: Sierra   |  | Reloader Used: RCBS             |            |
| <b>Firearms Care (Cleaning and Lubrication):</b>  |  |                                 |            |
| Brand of cleaning solution used: Hoppes No. 9   |  |                                 |            |
| How often do you clean the bore? (Months or Number of rounds) approx. every 40 rounds   |  |                                 |            |
| How often do you clean the action? (Months or Number of rounds) approx. every 40 rounds   |  |                                 |            |
| How often do you clean the trigger assembly? (Months or Number of rounds) approx. every 100   |  |                                 |            |
| Brand of lubricant used: Hoppes No. 9   |  |                                 |            |
| How often do you lubricate the bore? (Months or Number of rounds) approx. every 40 rou  |  |                                 |            |
| How often do you lubricate the action? (Months or Number of rounds) approx. every 20 rou  |  |                                 |            |

|   |
|---|
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text" value="every 100 round"/>  |
| 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 type="text" value="Never"/>  |
| What were the services performed? <input type="text" value="N/A"/>  |
| <b>NOTE:</b> In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.   |
| Ship your ENSURED firearm by either UPS or Parcel Post to:<br><br><b>Remington Arms Co., Inc.</b><br><b>Attn: Arms Service Division</b><br><b>14 Hoefler Avenue</b><br><b>Ilion, NY 13357</b>   |
| <b>⚠ 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.</b><br><br>:: Record the serial number of your firearm before sending it.<br>:: 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.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.<br>:: Ship your ENSURED 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.<br><br>Charge repairs will be processed using the following guidelines:<br><br>:: 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)<br><br>:: 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. |

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