

Remington Arms Co., Inc.
 Product Service
 Legal Case #:4762

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/4/2010		9/28/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Chief Fred	Deltorchio	Hercules Police Dept. 111 Civic Dr.	Hercules	CA	94547		W 510-799-8262 E fdeltorchio@ci.hercules.ca.us

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	Fired on Bolt Closing			

10/4/10: Chief Deltorchio sent an email to our website and stated that he bought a M/700 5 years ago. He was at the range about a week ago and when he cycled the bolt forward the rifle fired. No injury, no damage. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25711	F6247028		2/27/2003 1:44:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	LC ACTION POLICE SUPPLY (U			

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/Replacement Cost	Repair/Replacement Date					
10/4/10: Sending ARS label, letter, & box. Box order# 1144810. dmf						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

4762

Reference #	100929-000040
Status	Unresolved
Assigned To Administrators	Daniel -
Product Firearms	
SLA	Not specified
Queue	CSR
Date Created	09/29/2010 02:12 PM
Initial Response	None
Last Updated	10/01/2010 08:46 AM
Customer SmartSense	+2 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)

Information Remington 700

Discussion Thread

Customer (Fred Deltorchio)

09/29/2010 02:12 PM

Good Morning,

I own a Remington 700 precision rifle which I purchased new about 5 years ago. I have fired about 500 rounds through it and last week when I cycled the bolt forward at the range, a round fired without the trigger being pulled. Do you have a list of recommended gun repair businesses in the California Bay Area you can refer me to have this checked/repared or should I send the rifle back to your facility for service?

Any recommendations are appreciated.

Chief Fred Deltorchio *cto*
Hercules Police Department
111 Civic Drive, Hercules CA 94547
(510) 799-8262

"Decide what you are and be it."

*mailing
Dell/Christy
~~XXXXXX~~/FBC
FACTORY*

Primary Contact

First Name: Fred
Last Name: Deltorchio
Organization:

Login: fdeltorchio@ci.hercules.ca.us

Title:

Contact Type:

Email: fdeltorchio@ci.hercules.ca.us

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

9/28/10

FE247028

Send ARS, 1 tr, a box

Box order # 1144810



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/4/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL: XXXXXXXX	
DESCRIPTION: Rifle S# F6247028			

LABEL INFORMATION

MAIL LABEL TO: Chief Fred Deltorchio Hercules Police Dept. 111 Civic Dr. Hercules, CA 94547 Ph: 510-799-8262
RETURN ITEM TO Remington Arms Attn: Product Service/Supry Ilion, NY

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

4XX596 OCT 5, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065995549
 REF 1:HERCULES PD/DELTORCHIO/CD/DMF
 REF 2:REF#F6247028

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 11.79 PUB+HANDLING 11.79