

Remington Arms Co., Inc.
Product Service
Legal Case #:5143

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 212735 | 12/3/2010 | 12/6/2010 | 12/8/2010 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------|-------------|-------|-------|-----|---|
| Incident | | Paul | Petrarca | 500 Walnut St. | Vandergrift | PA | 15690 | | H 724-568-2096 E paps_family@comcast.net |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 Could Not Duplicate Concern | | Unknown | |
| S | Concern:1007 Fired on Safe Release | | | |
| C | FSR | | | |

11/19/10: Customer called in. He stated that he had a FSR 5 years ago. No damage - No injury. He has been on the internet & believes we have issues. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------------------|---------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/3006 SPRG | n/a | A6673078 | EQ | 10/1/1978 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | OSCAR ROBBINS PITTSBURGH PA | | Y | | | |

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 - Repair under BLM program | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$60.23 | 12/8/2010 | | | | |

11/19/10: Sending ARS, ltr, form. df 12/8/10: Per Fred S. - Could not duplicate concern. Check over, replace TA, clean & test fire under BLM program - quote. df 12/8/10: I left customer a message to call me. df 12/8/10: Customer called & apprvd repair. Paid by credit card. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|-----------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 12/6/2010 |
| | Product Type | | RF |
| | Action Type | | A |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5143&Type=Case>

12/8/2010

| | | | |
|--------------|------------------------|---------------------------------|-------|
| | Assigned To | T.NAGLE | |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | 22" 30-06 SPR | |
| | Date Code | EQ | |
| | 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 | STANDARD M/700 BOLT LOCK SAFETY | |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | |
| | Pull | ---Select--- | 5.5# |
| | Altered | False | |
| | Sub-Assembly | M/700 Bolt Lock | |

| frmREInquiry - Repair Inquiry | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---------------|--|--------------------|---|--|-------------------------------------|---------|--------------------------------|-------|------------------|-----|-----------|--------------|----------------------|------------------|----------|----------|---------------|----|------------------|-----------|---------|-----------------|------------------|------------------|---------------|---------|-----------------|-------------|------------------|-------|----------|--------------------|--------------|--|--|--|--|--|
| Repair Number | | RE00212735 | | Serial: A6673078 Model 700 Center Fire Caliber: 3006 SPRG | | Repairman: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Repair | | | | | | Status: | | Repairing 12/6/2010 1:53:30 PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ADDRESS INFORMATION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Customer | | <input checked="" type="radio"/> Received from | | Return To | | <input type="radio"/> Received from | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name | | PAUL PETRARCA | | PAUL PETRARCA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Address 1 | | 500 WALNUT STREET | | 500 WALNUT STREET | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Address 2 | | | | | | PO Box: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| City | | VANDERGRIFT | | VANDERGRIFT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| State | | PA | | Country: | | US | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Zip Code: | | 15690 | | PA | | Zip Code: | | 15690 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | Country: | | US | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact / Condition | | Problems | | Estimate | | History / Status | | Shipping / Billing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>12/4/2010 8:2...</td> <td>New</td> <td>valentds</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>12/4/2010 8:3...</td> <td>Expedite</td> <td>valentds</td> <td>From Check In</td> <td>To</td> </tr> <tr> <td>12/4/2010 12:...</td> <td>EmailSent</td> <td>AmEmail</td> <td>Repair Received</td> <td>PAPS_FAMILY</td> </tr> <tr> <td>12/4/2010 12:...</td> <td>EmailVerified</td> <td>AmEmail</td> <td>Receipt</td> <td>PAPS_FAMILY</td> </tr> <tr> <td>12/6/2010 1:5...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: Repa</td> </tr> </tbody> </table> | | | | | Date | Code | User ID | Desc1 | Desc2 | 12/4/2010 8:2... | New | valentds | Repair Added | | 12/4/2010 8:3... | Expedite | valentds | From Check In | To | 12/4/2010 12:... | EmailSent | AmEmail | Repair Received | PAPS_FAMILY | 12/4/2010 12:... | EmailVerified | AmEmail | Receipt | PAPS_FAMILY | 12/6/2010 1:5... | Maint | Travisbw | Repair Maintenance | Status: Repa | <input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC | | | | |
| Date | Code | User ID | Desc1 | Desc2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12/4/2010 8:2... | New | valentds | Repair Added | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12/4/2010 8:3... | Expedite | valentds | From Check In | To | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12/4/2010 12:... | EmailSent | AmEmail | Repair Received | PAPS_FAMILY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12/4/2010 12:... | EmailVerified | AmEmail | Receipt | PAPS_FAMILY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12/6/2010 1:5... | Maint | Travisbw | Repair Maintenance | Status: Repa | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">Current Status</th> </tr> </thead> <tbody> <tr> <td>Repairing</td> <td></td> </tr> <tr> <td>12/6/2010 1:53:30 PM</td> <td></td> </tr> <tr> <td>valentds</td> <td></td> </tr> <tr> <td>Repair Bench</td> <td></td> </tr> <tr> <td>Repair Location</td> <td></td> </tr> <tr> <td>ILN</td> <td></td> </tr> <tr> <td>Current Location</td> <td></td> </tr> <tr> <td>ILN</td> <td></td> </tr> <tr> <td>Transfer Number</td> <td></td> </tr> </tbody> </table> | | | | | Current Status | | Repairing | | 12/6/2010 1:53:30 PM | | valentds | | Repair Bench | | Repair Location | | ILN | | Current Location | | ILN | | Transfer Number | | | | | | | | | | | |
| Current Status | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Repairing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12/6/2010 1:53:30 PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| valentds | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Repair Bench | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Repair Location | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ILN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Current Location | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ILN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Transfer Number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Repair Search | | | | | Refresh | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Close | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

RECEIVED
JUN 20 1960

BY: _____

5143

COPY

22"
EQ 10/1
SJS
011

November 19, 2010

Paul Petrarca
500 Walnut St.
Vandergrift, PA 15690
Ph: 724-568-2096

Ref: # 5143

Dear Mr. Petrarca,

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

enclosure

Serial
Number:

A6673078

Model: 700



RE00212735

could not duplicate concern.
check over, top ma TPA, clean +
test fire under BCP Boz \$20.00
+ ship

Quote

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: A6673078 | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: PAUL A. PETRARCA | | Date of Purchase: PRIOR TO 1980 | |
| Address (no PO Boxes): 500 WALNUT STREET | | | |
| City: VANDERGRIFF | | State: PA | Zip: 15690 |
| Phone (Daytime): 724-568-2096 | | Fax: | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) PAPS_FAMILY@COMCAST.NET | | | |
| E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: NOVEMBER, 2005 - I MOVED THE SAFETY TO FIRE POSITION TO UNLOAD RIFLE & THE RND IN CHAMBER FIRED. (SEE PAGE #3) | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: REM | | Type: 1659A PSP | |
| Other (i.e. bullet weight/type, shot size, powder): | | | |
| Handload Information: | | | |
| Powder Used: | | Powder Weight: | |
| Case/Hull Used: | | Primer Used: | |
| Bullet Type/Shot Size: | | Reloader Used: | |
| Firearms Care (Cleaning and Lubrication): | | | |

| | |
|---|---------------------------|
| Brand of cleaning solution used: | HOPPE'S #9/GUNSLICK |
| How often do you clean the bore? (Months or Number of rounds) | B-4 & AFTER USE |
| How often do you clean the action? (Months or Number of rounds) | B-4 & AFTER USE |
| How often do you clean the trigger assembly? (Months or Number of rounds) | 1/YEAR |
| Brand of lubricant used: | OUTER / REMINGTON REM OIL |
| How often do you lubricate the bore? (Months or Number of rounds) | AFTER CLEANING |
| How often do you lubricate the action? (Months or Number of rounds) | AFTER CLEANING |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | 1/YEAR |
| 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?) NEVER | |
| What were the services performed?) | |
| Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 | |
| <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. :: Record the serial number of your firearm before sending it. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper | |

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.

I HAD ATTRIBUTED THE DISCHARGE TO THE FACT THAT IT WAS
COLD. I DID NOT USE THE RIFLE AFTER THAT INCIDENT.
I COULD NOT REPEAT THE CONDITION, BUT NEVER TRUSTED THE
RIFLE AFTER THAT.

I DID NOT KNOW OF A "PROBLEM" WITH RIFLE UNTIL LAST
WEEK WHEN I WAS TOLD OF ARTICLE ON T.V.

I RESEARCHED WEB & FOUND YOUR INFO ON YOUTUBE AND
THEN DECIDED TO GO FOR FIX.

Thank You !

Paul G. Pharo

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|------------|-----------------------|--------|
| DATE: | 11/19/2010 | REQUESTED BY: | Dell |
| QUANTITY: | | WEIGHT PER PACKAGE: | 10 lbs |
| PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL | | I WILL MAIL XXXXXX | |
| DESCRIPTION: Ref # 5143 Rifle | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: Paul Petrarca 500 Walnut St. Vandergrift, PA 15690 Ph: 724-568-2096 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

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

4XX596 NOV 19, 2010 ALL CURR USD 1 OF 2
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065744186
 REF 1: PAUL PETRARCA/CO/DMF
 REF 2: 5143/RIFLE

| | | |
|-----------------------------|--------------|---------------------|
| HANDLING CHARGE 0.00 | | |
| SINGLE-PIECE PUB RATE CHRG: | | |
| DV 0.00 | COD 0.00 | SVC T/P USD RS 0.50 |
| DC 0.00 | DGD 0.00 | SD 0.00 |
| AH 0.00 | PR 0.00 | SP 0.00 |
| TOT PUB CHG 7.42 | PUB+HANDLING | 7.42 |







