

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5196

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214012	12/13/2010	11/24/2010	12/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Quaresima	23 Hinrick Circle	Queensbury	NY	12804		H 518-793-7126

Incident Information

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

11/24/10 Per call from Thomas, for the first time since he's had it, he had his 700 fire on safety release about a week ago. He is not the original owner.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	n/a	A6758273	KV	5/2/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	L HORTON DIST SOUTHBOROUGH MA		N			

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, replace TPA, clean and test fire for BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	60.23	12/20/2010				

11/24/10 Mailing a box and ARS.cm 12/20/10 Per Ilion, Could not duplicate concern. Trig assm dirty and sticky causing parts to work sluggish. Replace TPA, clean and test fire under bolt lock safety modification price of \$20 + shipping and tax.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 7MM REM EXP
	Date Code		KV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5196&Type=Case>

12/20/2010

	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	STICKS
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	SCRATCHES/DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY STICKY SLUGGISH
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00214012** Serial: A6758273 Model 700 Center Fire Caliber 7  
MM EXP REM Produced 05/02/1979 SKU: 20000 Repairman: \_\_\_\_\_  
Verify Repair: **High Priority** Status: New 12/12/2010 4:10:49 AM

**ADDRESS INFORMATION**

Customer: **THOMAS QUARESIMA** Received from: **THOMAS QUARESIMA**  
Address 1: **23 HINRICK CIRCLE** Address 2: \_\_\_\_\_ PO Box: \_\_\_\_\_  
City: **QUEENSBURY** State: **NY** Zip Code: **12804** Country: **US**

FFL: \_\_\_\_\_

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

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
12/12/2010 4:10:49 AM	New	valentds	Repair Added		<input type="checkbox"/>	New
12/12/2010 12:00:00	EmailSent	ArmEmail	Repair Received	HOCKEYMD	<input type="checkbox"/>	12/12/2010 4:10:49 AM
12/12/2010 12:00:00	EmailVerified	ArmEmail	Receipt	HOCKEYMD	<input type="checkbox"/>	valentds
12/14/2010 10:00:00	Maint	Travisbw	Repair Maintenance	Status: New	<input type="checkbox"/>	Repair Bench
					<input type="checkbox"/>	Repair Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Current Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Transfer Number
					<input type="checkbox"/>	

Repair Search: \_\_\_\_\_ Refresh: \_\_\_\_\_ Close: \_\_\_\_\_

nagletj - ILN/Prod

frmRepairMain

NAGLETJ

Tuesday, Dec 14 2010

10:33 AM

start

2 Microsoft

2 Microsoft

Part Search b...

SAP Logon 710

My Exite - W...

frmRepairMai...

11:02 AM

27  
15  
35  
26.23  
97.23  
- 37  
60.23

RECEIVED  
DEC 17 2010

BY: \_\_\_\_\_

# Remington®

5196

22"  
12V 5/7c  
6.5#  
007

November 24, 2010

Thomas Quaresima  
23 Hinrick Circle  
Queensbury, NY 12804

Subject: #5196, Model 700

Dear Mr. Quaresima,

Per our conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

could not duplicate concern.  
T.A. DIRTY & STICKY CAUSING  
PARTS TO WORK SLUGGISH.  
replace TPA, clean & test fire  
unless BLP for \$20.00 + say

@ note

SNR List Number:

A6758273

Model: 700



RE00214012

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

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

Model Number: 700	Serial Number: A6758273
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: THOMAS A. QUARESIMA	Date of Purchase:
Address (no PO Boxes): 23 HEINRICK CIRCLE	
City: QUEENSBURY	State: NY Zip: 12804
Phone (Daytime): 518 793 7126	Fax: 518 743 1604
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) hockeymd@adelphia.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:	
<p>Date of occurrence 11 4 2010</p> <p>When rifle was being unloaded, the rifle accidentally went off when the safety was moved from safe to fire. Trigger was not touched. Never happened before. No one hurt.</p>	
500 characters left	
Ammunition Information:	
Manufacturer: Hornady	Type: Rem. 280 R P
Other (i.e. bullet weight/type, shot size, powder): 139 gr SST	
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 / Cuters
How often do you clean the bore? (Months or Number of rounds)	Approx every 3 mo
How often do you clean the action? (Months or Number of rounds)	"
How often do you clean the trigger assembly? (Months or Number of rounds)	Once year
Brand of lubricant used:	Hoppe's / Cuters
How often do you lubricate the bore? (Months or Number of rounds)	Approx every 3 mo
How often do you lubricate the action? (Months or Number of rounds)	"
How often do you lubricate the trigger assembly? (Months or Number of rounds)	"
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?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><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></p> <p>:: 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.</p>	

Since last cleaned, only 2 rounds  
have been fired (one accidental).

# Remington.

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/24/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <u>xxxxxx</u>	
DESCRIPTION: <div style="text-align: center;">700 A6758273</div>			

## LABEL INFORMATION

MAIL LABEL TO:	Thomas Quaresima 23 Heinrich Circle Queensbury, NY 12804
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969066055697  
 REF 1: THOMAS QUARESIMA/CD/CM  
 REF 2: 700/16758273

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 7.24		SP 0.00
	PUB+HANDLING	7.24







