#### Remington Arms Co., Inc. Product Service Legal Case #:5171

Case Infor	mation										
F	RE#	Date Open	ed Date	Opened(PS)	Date Cl	osed	Incid	lent Date	Pre Lit	Lit	Obsolete
214987	7 - 214983	12/16/201	0 11	/22/2010	12/17/2	010					
Customer	Information										
Туре	Business	First Name	Last Name	Street	City	State	Zip	Age	С	ontact	
Incident		Wendelin	Scheck	634 S. High PO Box 873	Dighton	KS	67839		H 785 E wscheck5	-650-2 0@hot	
Incident In	formation										
Claims			Codes		Repa	ir Est.	Me	dical Tre	atment	Med	ical Status
PI											
PD	(	Cause:4038 Could Not Duplicate Concern		Unknown							
S Co		Concern:1008 Fired on Bolt Closing			Unkilowii						
C FBC	,										
11/22/10: 0	Customer ca	lled in. He stated	l that he had a F	BC 3 years ago.	No damage.	No iniu	ırv. He s	tated that	it was really	cold w	hen FBC

11/22/10: Customer called in. He stated that he had a FBC 3 years ago. No damage, No injury. He stated that it was really cold when FBC happened. df

Firearm Information Model/Ga. SKU DOM Mfg. Туре Serial Bbl. CF/BA 700/270 WIN n/a 6808794 RY 11/1/1974 Remington Where Purchased **Date Purchased** Accessories **Original Owner** TWO PIECE SCOPE BASE Ν CONCERN:FBC Model/Ga. SKU Mfg. Type Serial Bbl. DOM CF/BA 700/270 WIN 25771 E6232637 BQ 1/1/1996 Remington Date Original Where Purchased Accessories Purchased Owner GO SPORTSMENS SUPPLY TWO PIECE BASE, LEATHER STK Y COVERS INC CONCERN: CHECK SAFETY Ammunition Information - None Defined Other Products Information - None Defined Settlement Remington/700/CF/BA Reim. Cash Cash Settlement **Release of Claims Release Date** Date Reimbursement Date Settlement APV APV Per Ilion - Repair 1 gun under BLM program & 1 gun @ 1/2 normal cost **Repair/Replacement Repair/Replacement** Cost Date \$54.60 12/28/2010 11/22/10: Sending ARS, ltr, form. df 12/28/10: Customer sent in 2 rifles. Per Ilion - Serial # 6808794 - Could not duplicate concern. Replace TA, clean & test fire under BLM program - Quote. Serial # E6232637 - Could not duplicate concern. TA very dirty & rusty. Replace TA, clean & test fire at 1/2 normal cost - Quote. df 12/28/10: Emailed quotes to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/17/2010

12/28/2010

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	Product Type		RF	
Examination	Action Type		Α	
	Assigned To		T.NAGLE	
Cause	4038	Could Not Duplicate Concern		
	Description		22" 270 WIN	
	Date Code	1	RY	
	Bore Plugged	False		<u>_</u>
	Bulged	False		
Barrel	Fired	False	1	
	Fired while Obstructed		-	
	Muzzle/Crown Condition	Slightly Worn; Functioning		
	Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning		
Bolt	Face	Slightly Worn; Functioning		
	Handle	Slightly Worn; Functioning	 -	
	Stop	Slightly Worn; Functioning		
Extractor	Condition	Slightly Worn; Functioning Slightly Worn;		
Extractor	Cut Condition	Functioning		
	Ext/Eject Test	False	]	
	Block Condition	Select		
Locking	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	Select		
	Exterior Condition	Slightly Worn; Functioning		
Overall	Stock Condition	Slightly Worn; Functioning	1	
	Fore End Condition	Select	1	
Receiver	Condition	Slightly Worn; Functioning False		
	Bulged		STANDARD M/700 BOLT	
	Description		LOCK SAFETY	
Safety	Function	Like new; Functioning		_
	Sub-Assembly	Non-ISS	]	
	Lift	Select	.008	
Sear	Notch	Slightly Worn; Functioning		
		Condition	Slightly Worn; Functioning	APPEARS A TRIGGER SHO WAS BEING USED
Pull	Trigger	Select	4.5#	
Altered		False		
Sub-Assembly		M/700 Bolt Lock	]	_
Non-Remington Components	Description		TWO PIECE SCOPE BASE	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/17/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	]
	Description		22" 270 WIN
	Date Code		BQ
	Bore Plugged	False	]
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		-
	Muzzle/Crown Condition	Slightly Worn; Functioning	]
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	Ĩ
	Stop	Slightly Worn; Functioning	BINDS
	Condition	Like new; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
-	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	METAL RUSTY/DIRTY
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Dessione	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
-	Sub-Assembly	Non-ISS	
	Lift	Select	.013
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	]
	Condition	Slightly Worn; Functioning	RUSTY/DIRTY
	Puli	Select	8.5#
Trigger	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	La	TWO PIECE BASE, LEATHER STK COVERS

QUO	TA	ΓΙΟΝ
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### nemington Arms Company, Inc.

870 Remington Dr. P.O. Box 700 Madison, NC 27025-0700 www.remington.com info@remington.com

Parts/Repairs Fax

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800-243-9700 336-548-7801

#### ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00214987 Account # - R-	Description/Serial Numb 6808794	er		Estima	eceived - te Date - it Date -	12/16/2010 12/17/2010 12/28/2010	
<u>Customer</u> WENDELIN SCHECK 634 S HIGH			<b>Return To</b> WENDEL 634 S HIG		ECK		
DIGHTON. KS 67839 US			DIGHTON	I. KS 67	7839 US		
Phone (H) (785)-650-2001 Phone (W)		Fax Email	wscheck50(	<u>@hotmai</u>	<u>l.com</u>		
Please Circle One VISA MC AMEX DISCOVER Card No			Exp. D	ate			
PO Number Daytime Phone () Approval: Customer Signature	Time To Call		_ Open	Acct. <u>R</u>	Data		
If You Desire Any Change Please Use T	he Reverse Side For Your ( ice: We process checks electro			is Box	Date_		
Reported	Problems <u>F</u>		ing the state of the state of a lot of a state of the			4 	
M100 SEE CUSTOMERS LET M123 FORWARD TO PRODU- FOR INSPECTIO		123	FORW	ARD TO	PRODUC	Γ SERVICE F	
	Technician's Con	iments		1. 1. 16 A			
ProblemNotes could not duplicate concern.replace trigger plate assm,clean and test fire under bolt lock program for \$20.00 + shipping.							
Estimate, **C.O.D. /S	hipping and Handling Ch	arges are ]	NOT Included	l in this (	Quote 👘		
Material # Material Description		<u>Qty</u>	<u>Warranty</u> <u>Y/N</u>	<u>Price/</u> <u>Unit</u>	<u>Discount</u> <u>Percent</u>	Extended Amt	
Part F306373B 700 XMP EA TRIG ASSB	LH BLACK (OS)	1	Y	\$94.00	0%	\$0.00	
Service 4000114 GR-SHIPPING & HANDLI 4000116 GR-LABOR	NG (GUN REPAIR)	1 1		\$17.00 \$20.00	0% 0%	\$17.00	
4000119 GR-TEST		1		\$20.00 \$23.00	0%	\$20.00 \$0.00	
			S	ub Total	:	\$37.00	
			Es	t. Sales T	fax:	\$1.81	
			G	Frand To	tal:	\$38.81	

QUOTAT	ΓΙΟΝ
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#### Kemington Arms Company, Inc.

870 Remington Dr. P.O. Box 700 Madison, NC 27025-0700 www.remington.com info@remington.com



Parts/Repairs Fax

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## ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

800-243-9700

336-548-7801

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00214983	Description/Serial Number E6232637	Date Received - 12/16/2010   Estimate Date - 12/17/2010
Account # - R- <u>Customer</u> WENDELIN SCHECK 634 S HIGH		Current Date - 12/28/2010 Return To WENDELIN SCHECK 634 S HIGH
DIGHTON. KS 67839 US		DIGHTON. KS 67839 US
Phone (H) (785)-650-2001 Phone (W)	Fax Email	WSCHECK50@HOTMAIL.COM
Please Circle One VISA MC AMEX DISCOVER Card No PO Number		
Daytime Phone () Approval: Customer Signature		
If You Desire Any Change Please Use		
<u>Reported</u>	Problems <u>Found</u> >	
M123 FORWARD TO PRODU FOR INSPECTIO	JCT SERVICE M123	FORWARD TO PRODUCT SERVICE F
	Technician's Comments	
ProblemNotes could not duplicate con- fire at 1/2 normal cost.	cern.trigger assm very dierty and r	usty.replace trigger plate assm,clean and test

<u>Material #</u>	Material Description	<u>Qty</u>	<u>Warranty</u> <u>Y/N</u>	<u>Price/</u> Unit	<u>Discount</u> Percent	<u>Extended</u> <u>Amt</u>
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Ν	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
				Sub Total:		\$75.50
			Est. Sales Tax:		\$3.70	
				Grand To	otal:	\$79.20





November 22, 2010

Wendelin Scheck PO Box 873 Dighton, KS 67839 Ph: <del>828-645-4078</del> 785 - 650 - 2 ~ (

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Ref: # 5171

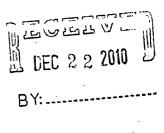
Dear Mr. Scheck,

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



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enclosure



replace TPA, clean a rest fire under BLP for # 20.00 + 5 hip

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

Wendelin

•••

I have had a trigger malfuction with the ville, In 2000 or 2001 I was deer hunting. I pulled the trigger on my 700 and nothing happened I etected the round and chambered another. When I closed the bolt the gun went err, I have read some artical on the gun misfiring thave also seen a video on it. I would like to see about haveing the trigger replace with a trigger with a different designi I was think of the Ymark pro. I hunted deer this year, but used a different ville. I will not use an fle that might be ungafe, thanks for your time

PS 14028

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Page	1	of 3
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Print	Reset				
Model Number: 700 LH	Serial Number: 6308794				
Are you the original ow	ner?: 🗌 YES 🖾 N	0			
Name: Wendelin Scheik	Date of P	Purchase:			
Address (no 634 5. High	PO Boxes):				
City: Dighton	State: 105	Zip: 67839			
Phone (Daytime): 735-650-2001	Fax:				
E-mail Address:(if e-mail address is provid be sent) いらいれいちつ の	- \				
E-mail A ⊡ I would like to receive future e		emington.			
Please describe your proble	em and date of occur	rence:			
See Attach					
500 cha	racters left	1925 fr.			
Ammunition					
Manufacturer: Reming For	Type: Core	1001			
Other (i.e. bullet wei	••••••••••••••••••••••••••••••••••••••				
powder): [30					
Handload In	formation:				
Powder Used:	Powder Weight:				
Case/Hull Used:	Primer Used:				
Bullet Type/Shot Size:	Reloader Used:				
Firearms Care (Cleani	ng and Lubrication):				

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Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds) after every Sharting	
How often do you clean the action? (Months or Number of rounds) after every Sheeting	
How often do you clean the trigger assembly? (Months or Number of rounds) 2, maybe once Brand of lubricant used: 2,	
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of	
rounds) <u>before</u> long term Storeage How often do you lubricate the action? (Months or Number of rounds) after every cleaning	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	have
Have you reviewed the cleaning and maintenance recommendations on our web sit in our owners manual? > YES A NO	
When was the last time that your firearm was serviced by a Remington authorize repairman/gunsmith?)	d
What were the services performed?) The <u>trigger</u> <u>May Leeked</u> 47 Ship your INSURED firearm by either UPS or Parcel Post to:	
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	
WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAV 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.	V. IF
:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handl 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 witho	

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.

COPY 8.5#

November 22, 2010

5171

Wendelin Scheck PO Box 873 Dighton, KS 67839 Ph: <del>828-645-4078</del> 785-660-2001

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Ref: # 5171

Dear Mr. Scheck,

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	LEC 2 2 2010 世
Remington, H&R, Marlin	
Phone: 1-800-243-9700	
Fax: 336-548-7872	BY:

Could Not duplicate concern. T.A. MERY DIRTY + RUSTY. Replace TPA, cleAN & TEST FIRE At 1/2 NORMAL COST.

Quite

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

.6232637 Model: 700 RE0021498

Wendelin Scheik 12-7-10 po Box 873 634 S. High Dighton 105 67839 785-650-2001 I am Sending in this Remington 700 for inspection/repair. I have road a few articles and match a videe on Remington 700 trigger problems. Iam conserved about this rifle being sife. I do not wand to this rifle. I do not mant this rifle going off on 1ts onn, I would like to know If I can replace the trigger. Is the xmark a different design? thanks for your time Wendelin

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Print	Reset		
Model Number: 760	Serial Number: [= 6232637		
Are you the original ow	······		
Name: Wendelin Scheck	Date of Purchase: May 1998		
Address (no 634 S. High			
City: Dighton	State: 105 Zip: 67839		
Phone (Daytime): てきちーんのつつで(	Fax:		
E-mail Address:(if e-mail address is provid be sent) いうこんてんらつ	ed, notification of receipt and shipment will の hotm ail, Ccm		
E-mail A	ddress:		
I would like to receive future e	e-mail updates from Remington.		
Please describe your proble See a	A NATION OF THE THE ADDRESS AND A THE ADDRESS AND ADDRESS AND ADDRESS A		
500 cha	racters left		
Ammunition I	nformation:		
Manufacturer: Remington	Type: Carelack		
Other (i.e. bullet wei powder): 130 pr	ght/type, shot size,		
Handload In	formation:		
Powder Used:	Powder Weight:		
Case/Hull Used:	Primer Used:		
Bullet Type/Shot Size:	Reloader Used:		

Firearms Care (Cleaning and Lubrication):

http://www.remington.com/asn/factory\_repair\_form.asn

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	How often do you clean the bore? (Months or Number of rounds)
	How often do you clean the action? (Months or Number of rounds)
Hov	v often do you clean the trigger assembly? (Months or Number of rounds) <u>Nevac</u> and of lubricant used:
Bra	and of lubricant used:
	How often do you lubricate the bore? (Months or Number of rounds) ハモンマイ
	How often do you lubricate the action? (Months or Number of rounds)
How	often do you lubricate th <u>e trigger assembly? (</u> Months or Number of rounds)
Have you rev	iewed the cleaning and maintenance recommendations on our web site o in our owners manual? >□ YES IZ NO
When was	the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
perfor	What were the services med?)
	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

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.



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

# ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:		WEIGHT PER PKG:	10 lbs ea.
RIEASECHECKONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref # 5171 Rifles		

# LABEL INFORMATION

MAIL LABEL TO: Wendelin Scheck PO Box 873 Dighton, KS 67839 Ph: 828-645-4078

RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 23, 2010 SVC GNDCOM ACT TRACKING# 1Z4XX5969067552 REF 1:WENDELIN SCHECK/CD/ REF 2:5171/RIFLE	WT 10.0 LBS 139	) 10F2	4XX596 NOV 23, 2010 SVC GNDCOM ACT TRACKING# 124XX5969066647 REF 1:WENDELIN SCHECK/CD/ REF 2:5171/RIFLE	WT 10.0 LBS 342	2 OF 2
HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHR DV 0.00 COD DC 0.00 DGD AH 0.00 PR TOT PUB CHG 9.45	0.00 RS	T/P USD 0.50 0.00 0.00 9.45	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRU DV 0.00 COD DC 0.00 DGD AH 0.00 PR TOT PUB CHG 9.45	0.00 RS 0.00 SD	T/P USD 0.50 0.00 0.00 9.45

