

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5694

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222469	2/8/2011	1/18/2011	2/9/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Schmidt	121 Dartmouth Downs	Hillsboro	MO	63050		H 636-797-9929

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

1/18/11: Customer called in. He stated that last November he had a FBC. No damage, No injury. He stated that he saw the tv show & feels that we have something that will fix his rifle. He did state that he has had the rifle a long time & never had a problem. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	n/a	135341	BM	1/1/1965
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

CONCERN:FBC

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 - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	2/22/2011				

1/18/11: Sending ARS, letter, form. df 2/22/11: Per Ilion - Sear is stuck/frozen to sideplates. TA will not function. Replace TA, clean & test fire under BLM program - quote. Left msg for cust. to call. df 4/7/11: Customer paid quote. Gun has shipped. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/9/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	THE SEAR IS STUCK DOWN BETWEEN THE SIDEPLATES AND THE MAG BOX IS MISSING,WAS UNABLE TO GET TRIG PULL,SEAR LIFT AND SAFE

			WILL NOT FUNCTION.
Barrel	Description		22" 280 REM
	Date Code		BM
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	O/S DOUBLE
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	SEAR IS STUCK TO SIDEPLATES
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	



224  
BM 1/6  
**[COPY]**

SLAY  
January 18, 2011

Larry Schmidt  
121 Dartmouth Downs  
Hillsboro, MO 63050  
Ph: 636-797-9929

Ref: # 5694

Dear Mr. Schmidt,

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

**RECEIVED**  
FEB 15 2011

BY:.....

enclosure

Serial Number:

135341

Model: 700



RE00222469

SEAR IS STUCK/FROZEN to S deplates  
T.A. will not FUNCTION.

Replace TPA, clean + test fire  
under BLP Bond 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](http://www.remington.com)

PS 24766

Print

Reset

<b>Model</b> Number: <u>700</u>		<b>Serial</b> Number: <u>135341</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>LARRY J Schmidt</u>		Date of Purchase: <u>1970 ?</u>	
Address (no PO Boxes): <u>121 Dartmouth Downs</u>			
City: <u>Hillsboro</u>		State: <u>MO</u>	Zip: <u>63050</u>
Phone (Daytime): <u>636 797 9929</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
<b>E-mail Address:</b> <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Shell Fires every time it is insired into chamber.</u>			
		Larry Schmidt 121 Dartmouth Downs Hillsboro, MO 63050	
500		characters left	
<b>Ammunition Information:</b>			
Manufacturer: <u>Remington</u>		Type: <u>Core-Lockt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GR PTD</u>			
<b>Handload Information:</b>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) <u>3 Times A YR.</u>
How often do you clean the action? (Months or Number of rounds) <u>3 times A YR.</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>1<sup>st</sup> A YR.</u>
Brand of lubricant used: <u>OUTERS GUNSLICK</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>3 times A YR.</u>
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) <u>3 Times A YR.</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <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>  :: 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.



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	1/18/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <b>XXXXXX</b>	
DESCRIPTION: Ref # 5694 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Larry Schmidt 121 Dartmouth Downs Hillsboro, MO 63050 Ph: 636-797-9929
RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 18, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066114944  
REF 1:LARRY SCHMIDT/CD/DMF  
REF 2:5694/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 9.36	PUB+HANDLING	9.36	