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

Case Information

RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date** Obsolete Pre Lit Lit 214987 - 214983 12/16/2010 11/22/2010 12/17/2010

Customer Information

Type **Business** First Name Last Name Street City State Zip Age Contact 634 S. High H 785-650-2001 Wendelin Scheck Incident Dighton KS 67839 PO Box 873 E wscheck50@hotmail.com

Incident Information

Claims Codes Repair Est. **Medical Treatment Medical Status** 

ΡI

PD Cause:4038 Could Not Duplicate Concern Unknown

S Concern: 1008 Fired on Bolt Closing

C 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 Mfg. Type Serial Bbl. **DOM** CF/BA 700/270 WIN n/a 6808794 RY 11/1/1974 Remington **Date Purchased** Where Purchased Accessories **Original Owner** TWO PIECE SCOPE BASE N

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 Purchased GO SPORTSMENS SUPPLY

INC

TWO PIECE BASE, LEATHER STK **COVERS** 

Accessories

Y

Owner

**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 Date Cost \$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

l	Product Type	1	RF	
Examination	Action Type	1	A	
	Assigned To	j	T.NAGLE	=
Cause	4038	Could Not Duplicate		<del></del>
Cause		Concern		
	Description	<u> </u>	22" 270 WIN	
	Date Code		RY	
	Bore Plugged	False		
Barrel	Bulged	False		
Вапет	Fired	False	J	
	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		
	Condition	Slightly Worn; 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		
Overall	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	Select		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
	Description		STANDARD M/700 BOLT 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 SHOE 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	
	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	
Receiver	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	
	Tasta	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	RUSTY/DIRTY
m :	Puli	Select	8.5#
Trigger	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	<u> </u>	TWO PIECE BASE, LEATHER STK COVERS

### метипдтоп Arms Company, Inc.

QUOTATION BARBER - Kinzer PPS GAL RE 0012137

870 Remington Dr. P.O. Box 700 Madison, NC 27025-0700 ESTIMATING REPORT

Parts/Repairs Fax 800-243-9700 336-548-7801

www.remington.com info@remington.com

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)

POSTAGE DUE.

Repair Order Number RE00214987 Account # - R-	Description/Serial Number 6808794	Date Received - 12/16/2010  Estimate Date - 12/17/2010  Current Date - 12/28/2010
Customer WENDELIN SCHECK 634 S HIGH		Return To WENDELIN SCHECK 634 S HIGH
DIGHTON. KS 67839 US		DIGHTON. KS 67839 US
Phone (H) (785)-650-2001 Phone (W)	Fa: En	x nail wscheck50@hotmail.com
Please Circle One VISA MC AMEX DISCOVER	Card No	Exp. Date
PO Number	Time To Call	Open Acct. R

WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED

Approva	al: Customer Signature		Date
I	If You Desire Any Change Please Use The Reverse Side For Notice: We process checks		
Repor M100 M123	ted	Pound M123	

Technician's Comments

ProblemNotes could not duplicate concern.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping.

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 & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
				Sub Total	:	\$37.00
				Est. Sales	Γax:	\$1.81
				Grand To	tal:	\$38.81

## Kemington Arms Company, Inc. QUOTATION Kinzer PPS GAL RE 0012138

870 Remington Dr. P.O. Box 700

**ESTIMATING REPORT** 

Parts/Repairs

800-243-9700 336-548-7801

Madison, NC 27025-0700 www.remington.com info@remington.com

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

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Repair Order Number	Description/Serial N	Number	Date Received - 12/16/2010
RE00214983	E6232637		Estimate Date - 12/17/2010
Account # - R-			Current Date - 12/28/2010
Customer			Return To
WENDELIN SCHECK 634 S HIGH			WENDELIN SCHECK 634 S HIGH
DIGHTON. KS 67839 US			DIGHTON. KS 67839 US
Phone (H) (785)-650-2001 Phone (W)	<del> </del>	Fax Email	WSCHECK50@HOTMAIL.COM
Please Circle One			
VISA MC AMEX DISCOVER Card N	0		Exp. Date
PO Number	m		
Daytime Phone (	Time To Call		
If You Desire Any Change Please Use			Date
N	otice: We process checks e	lectronically throu	ugh Check 21
Reported	Prob	lems > <u>Found</u> *	
M123 FORWARD TO PRODU FOR INSPECTIO		M123	
	Technician's	s Comments	
ProblemNotes could not duplicate corfire at 1/2 normal cost.	cern.trigger assm ver	y dierty and r	usty.replace trigger plate assm,clean and test
EAST AND THE PROPERTY OF THE P	Ckiesa and Usadii	Same of Charles America	NOT Included in this Quote

	Estimate **C.O.D./Shipping and Handling C	harges a	re NOT Includ	led in this (	Quote	
Material #	Material Description	<u>Oty</u>	Warranty . Y/N	<u>Price/</u> <u>Unit</u>	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$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	Гах:	\$3.70
				Grand To	tal:	\$79.20

# Remington<sub>®</sub>

22" PY 11/75 4.5" 008

5171

November 22, 2010

Wendelin Scheck PO Box 873 Dighton, KS 67839

Ph: 828-645-4078 785-650-201

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.

Fax: 336-548-7872

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

DEC 2 2 2010

enclosure

6808794 Model: 700

RE00214987

could not duplicate concern.

replace TPA, clean = Test fire

under BLP fortzo.00 + ship

Quote

12-7-10 Wendelin Scheck POBOV 873 634 S. High Dighton 1105 67839 785-650-2001

I have had a trigger malfuction with the vifle, 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 gan went eck. I have read some artical on the gun mistireing thave also seen a video on it I would like to see about haveing that 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

Reset

## BARBER - Kinzer PPS GAL RE 0012141

Print

	<u> </u>				
Model Number: 7001	Se Number: くろの	rial Q David			
/ W					
Are you the original owner?: ☐ YES ☑ NO					
Name: Wendelin Scheik	Date of Purchase: (ભવ /				
Address (no PO Boxes):					
City: Dighton	State: lc 🤇	Zip: 67739			
Phone	Fax:				
(Daytime): 7 35 - 650 - 2 ec	1 47.				
E-mail Address:(if e-mail address is provid					
be sent) WSINEIL 50 9	n hotmail. Co	n			
E-mail A					
□ would like to receive future €	e-mail updates from Re	emington.			
Please describe your proble	em and date of occur	rence:			
Gee Attach					
;					
		A CONTRACTOR OF THE CONTRACTOR			
500 cha	racters left	**			
Ammunition I	nformation:				
Manufacturer: Reming Fon	Type: (or e	lcci(			
Other (i.e. bullet weight powder): $\frac{1}{3} \mathcal{O}$	ght/type, shot size,				
***************************************					
Handload In	formation:				
Powder Used: Powder Weight:					
Case/Hull Used:	Primer Used:				
Bullet Type/Shot Size:	Reloader Used:				
Firearms Care (Cleani	ng and Lubrication):				

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) after every Sheeting
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, may be once  Brand of lubricant used: 2,
Brand of lubricant used: 2,
How often do you lubricate the bore? (Months or Number of rounds) pefore 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) 2 don't thank I ever have
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? >□ YES ᅜ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services  performed?) The trigger was Leeked 97  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 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.

72" 801/96 8.5#

5171

November 22, 2010

Wendelin Scheck PO Box 873 Dighton, KS 67839

Ph: 828-645-4078 785-650-2001

Ref: #5171

Dear Mr. Scheck,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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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

DEC 2 2 2010

BY: ......

E6232637

RE00214983

could not duplicate concern.

T.A. wery DIRTY + RUSTY.

The base TPA, clean + Test Pine

At 1/2 NORWAL COST.

**BARBER - Kinzer PPS GAL RE 0012144** 

Quote

Wendelin Scheck 12-7-10

PO Box 873

634 5. High

Dighton 165 67839

785-650-2001

for inspection/repair.

I have road a few articles and match a video on Remington 700 trigger problems. I am conserved about this rifle being safe. I do not wand to wait untill I have a problem with this rifle. I do not want this rifle is do not want this rifle. I do not want this rifle going off on its own.

I would like to know If I can replace the trigger.

Is the xmark a different design?

Thanks for your time

Wendelin

Print	Reset				
Model Number: 700	Number: 5	rial 132637			
Are you the original ow	Are you the original owner?: ☒YES ☐ NO				
Name: Wendelin Scheol	Date of Purchase:				
Address (no					
City: Dignton	State: 105	Zip: 67839			
Phone (Daytime): フタケー 650 - 2cc (	Fax:				
E-mail Address:(if e-mail address is provid be sent) いっていってい	ed, notification of rece の hotm all.	ipt and shipment will			
	E-mail Address:  ☑ I would like to receive future e-mail updates from Remington.				
Please describe your proble		rence:			
		•			
		W.			
	racters left				
Ammunition I	nformation:				
Manufacturer: Remington	Type: Lerc	iec K			
Other (i.e. bullet wei powder): \(\frac{1}{3} \frac{0}{2} \frac{1}{2} \frac{1}	ght/type, shot size,				

Handload Information:

Firearms Care (Cleaning and Lubrication):

Powder Weight:

Primer Used:

Reloader Used:

Powder Used:

Case/Hull Used:

Bullet Type/Shot Size:

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds)
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)  Brand of lubricant used:
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds) いんといえた
How often do you lubricate the action? (Months or Number of rounds) when cleaning
How often do you lubricate the trigger assembly? (Months or Number of rounds) กระวา
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? >□ YES ☒ 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:
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 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.



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:	公立工作。20世纪	WEIGHT PER PKG:	10 lbs ea.
PLEASE CHECKONE MEDIA COORDINATOR TO MAIL		     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 PARTIS OF THIS FORM AND SEND TO THE MEDIA COORDINATIOR

2010 ALL CURR USD ACT UT 10.0 LBS 4XX596 NOV 23, 2010 1 OF 2 SVC GNDCOM TRACKING# 1Z4XX5969067552139 REF 1: WENDELIN SCHECK/CD/DMF REF 2:5171/RIFLE HANDLING CHARGE 0.00 SVC T/P USD SINGLE-PIECE PUB RATE CHRGS: DV 0.00 DC 0.00 COD 0.00 RS 0.50 0.00 SD 0.00 DGD AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 9.45 PUB+HANDL ING 9.45

4XX596 NOV 23, 2010 ALL CURR USD 2 OF 2 SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969066647342 REF 1:WENDELIN SCHECK/CD/DMF REF 2:5171/RIFLE 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 9.45
 PUB+HANDLING 9.45















