

Remington Arms Co., Inc.  
Product Service  
Legal Case #:10041

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
341512	3/25/2014	3/26/2014	4/2/2014	3/3/2014			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jake	Lepke	W 7145 Englewood Dr	Greenville	WI	54942		C 920-851-6294

## Incident Information

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

3/3/14: Received call from Jake Lepke, he said that his gun will fire on safety release. He said that Scheels sent the gun in for service earlier (See Repair 331586), but he is still having an issue with the gun firing on safety release. He said that he tried to pull the trigger with the safety on, then when the safety was pushed off, the gun fired. No injury. jbi 4/2/14: Received call from Derek Watkins, he said that he spoke with the customer today and the customer did not know that Scheels had sent the gun to Remington. And did not know the trigger had been replaced. Also, Mr. Lepke said that he has not tried to fire the gun since the first repair (Repair 331586). jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	84515	S6717705	LE	2/15/2010 1:56:29 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		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 Derek Watkins, gun will be checked over completely at no charge.						
	Repair/Replacement Cost	Repair/Replacement Date				

3/3/14: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1611867. jbi 3/27/14: Per Ilion, "Could Not Duplicate Concern." Gun is being shipped to Derek Watkins for review. jbi 4/2/14: Received call from Jake Lepke, I advised we could not duplicate concern, but as a goodwill gesture can replace in exchange with a current similar priced model. He will check our website and let me know which model he wants. Per call from Derek Watkins, customer agreed to having his gun returned to him and not being replaced. Per Derek Watkins, the gun will be

checked over completely before being returned. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/26/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	SECOND TIME IN FOR SAME CONCERN
Barrel	Description		24" 3006 SPRG XCR II
	Date Code		LE
	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		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	

Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

# Remington.

24"  
LE2/10  
4#  
10/0

March 3, 2014

10041

Jake Lepke  
W 7145 Englewood Dr  
Greenville, WI 54942  
Phone: 920-851-6294

Ref # 10041, Model 700, Serial # S6717705

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Arms Co, LLC / H&R  
Phone: 336-548-8684  
Fax: 336-548-7872

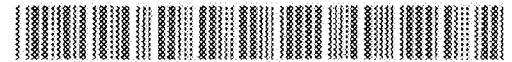
RECEIVED  
MAR 27 2014

BY: .....

S6717706  
Model: 700S  
  
RE00341512

Gun is being  
shipped to Watkins  
for review.  
*Nichols*

# Service Request



ATTN: Product Service

## Parts and Repairs: P/F:

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> SR00073673	<b>Serial Number / Description</b> S6717795 Model 700	<b>Date of Request:</b> 03/03/2014 <b>Date Printed:</b> 03/03/2014
<b>Customer:</b> JAKE LEPKE W 7143 ENGLEWOOD DR GREENVILLE, WI 54942 US	<b>Destination:</b> Arms Services 14 Horner Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

### Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

### Service Request Section

Product Service # 10041, jbi

### Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

**Sub Total:** .00

**Est Sales Tax:** .00

**Grand Total:** \$ .00

PS 35941

To whom it may concern,

The purpose of my letter is to inform you about an encounter I experienced while hunting the 2013 opening gun season in Wisconsin. To give you some background to my story, I recently bought a rifle this past summer ('13) from a sporting store in Appleton, WI. At the age of 30, I have never owned a gun before and always had to borrow guns from family members or friends. However, through saving and thoroughly researching with the help of friends, I heard great things about the Remington brand, therefore bought my first rifle ever, the Remington 700 XCR II Camo Bone Collector Edition (30-06)

At this time, I would like to take you through the list of events that may change my perspective on the Remington brand:

The week before opening season, I sighted my gun in at a local firing range and fired roughly 20 rounds. While shooting, I absolutely fell in the love with the feel and balanced weight to it.

The opening day of gun season was finally here and I was excited to see how my gun would perform. On 11/23/13 at 8:44am, I shot 3 times at a running doe roughly 175 yards out and couldn't be happier with my shot placement as all three shots connected.

However, here is where my story begins.

That afternoon, I went out to my stand again and saw another mature doe running approximately 250 yards out so I put the doe in my cross-hairs and pulled the trigger. Nothing happened... Thinking to myself..."Safety is on..." therefore, moved the safety mechanism from SAFE to FIRE and immediately the gun discharges. This truly caught me off guard as disbelief starts going through ones thought process. I concluded after several minutes on that very bitter cold morning that it was most likely my large gloves that may have pulled the trigger accidentally. However, the next day, I soon found out this was not the case.

The following day, our hunting group decided to push a steep ravine and I came to a bald knob on a hill side. A nice buck was running across on another ravine so I put the buck in my cross-hairs and pulled the trigger. Nothing. Thinking to myself, "safety is on again!, I immediately moved the safety mechanism from SAFE to FIRE and again, the gun immediately fires. I was very frustrated and confused because this time I had my gloves off. Consequently, I wanted to test a theory just in case my finger may have been on the trigger. First, I completely emptied the chamber and looked for any debris and closely watched any slight movement in the bolt when moving the safety from SAFE to FIRE. Then, I put my gun on SAFE, loaded one round in the chamber and pointed my gun in a safe direction where I knew no one was located. While holding my gun, I took only my thumb and finger and moved the safety from SAFE to FIRE and for the third time, my gun immediately fires. Now I was truly scared as the lists of "what if" scenarios starts going through my head. (worst of all...accidently shooting one of my family members) Don't get me wrong, we are very safe when hunting but this was not something of human error, this was a mechanical issue.

Upon returning from home, I explained my experience to other hunters and gun enthusiasts and some were as shocked as I was. Either way, I brought my gun into the same sporting store where I purchased it and asked them to send it into a gunsmith. After several weeks, I received a call and was told my gun was ready for pick up. The sporting store stated the gun smith could not replicate the same scenario that I experienced which I found discouraging.

I am now in that state of mind of not knowing what to do. As stated before, I researched lots of rifles before I purchased the XCR II and loved the Remington name because of its durability and long lasting nature. In addition, I don't feel I have to comment on websites or complain on gun forums about my experience. However as a Remington customer, I want a product that I can trust and rely upon in making sure everything works properly.

As I continued researching similar experiences on the Internet, I came across a support service phone number which I could call about this issue. Therefore I called the Remington customer service and feel confident this is heading in the right direction. I am optimistic this issue will be resolved and will not happen again. Most importantly, I hope this will renew my trust and faith in the Remington brand name.

Sincerely,



Jake Lepke

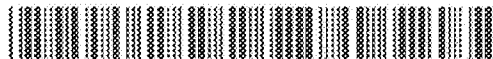
## ARS LABEL REQUEST FORM

DATE: 03/03/2014	Service Request #: SR00073675
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb	email address: I will mail

Business:

### LABEL INFORMATION

MAIL LABEL TO:	JAKE LEPKE W 7145 ENGLEWOOD DR GREENVILLE, WI 54942 US SR00073675  Email:
RETURN ITEM TO:	ILN  Arms Services



4XX596 MAR 3, 2014 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065499519  
 REF 1:SR00073675  
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
SV 0.00	COB 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
CH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.77	PUB+HANDLING	11.77

ATTN: Product Service





