

Remington Arms Co., Inc.
Product Service
Legal Case #9737

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
335058	1/22/2014	12/26/2013	2/6/2014	12/24/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Schutz	13304 Banner Court Lane	Huntersville	NC	28078		H.704-607-4431 E williamschutz3@gmail.com

Incident Information

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

12/26/13: Customer called in. He stated his gun was sent to Remington for repair & came back w/a red tag on it. He said he thought the gun had been repaired. He stated he took gun out on 12/24/13 & experienced a FSR, no damage, no injury. He stated he wants a replacement gun or a refund. Previous Repair # 302124. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27095	G7127136	XF	12/7/2011 6:31:56 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 4274	TWO PIECE BASE,SCOPE MISSING	Y			

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
Repair @ n/c - to restore confidence in rifle	Repair/Replacement Cost \$51	Repair/Replacement Date				

12/26/13: Mailed ARS, letter, SR paperwork. Box order# 1580546. df 2/6/14: Per Ilion - Could not duplicate concern. df 2/6/14: I emailed the customer w/exam results & stated "As a gesture of goodwill and to restore

confidence in the rifle, we will replace the trigger assembly and test fire at no charge". df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		1/23/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG
	Date Code		XF
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	BUILD UP OF DEBRIS ON BLOCKER,BOTH ENDS
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repair: P:(800) 243-9700/F:(336) 548-7801

www.remington.com

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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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

WILLIAM SCHUTZ
13304 BANNER COURT LANE
HUNTERSVILLE, NC 28078 US

Item Return To:

WILLIAM SCHUTZ
13304 BANNER COURT LANE
HUNTERSVILLE, NC 28078 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____

Date: _____

Daytime Phone: (_____) _____

Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number

RE00335058

Serial Number / Description

G7127136

Model: 700 30-06 Caliber BOLT Action RIFLE MfgBy:
Remington-USA

Date Received: 01/22/2014

Estimate Date: 02/06/2014

Date Printed: 2/7/2014

Problems

Reported

R014 - Service Request

Found

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Thursday, February 06, 2014 10:59 AM
To: 'william_schultz@yahoo.com'
Subject: Bill Schutz - Remington Ref# 9737

Good morning,

I received my report from the factory concerning your Model 700 that came in for exam.
Model 700, Serial Number: G7127136, Year of Manufacture: 2011
Found: Could Not Duplicate Concern

As a gesture of goodwill and to restore confidence in the rifle, we will replace the trigger assembly and test fire at no charge.

Our repair system will send an email to when the repair has been completed and shipped back to you.
The firearm will ship out by UPS Ground and requires someone over the age of 21 to sign for it when it arrives.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin |
Bushmaster Firearms | OPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker
Gun | Para USA

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Fulcher, Dell Marie

From: postmaster@remington.com
To: william_schultz@yahoo.com
Sent: Thursday, February 06, 2014 10:59 AM
Subject: Relayed: Message relayed (william_schultz@yahoo.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

william_schultz@yahoo.com

Subject:

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7891

www.remington.com

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Customer:

WILLIAM SCHUTZ
13304 BANNER COURT LANE
HUNTERSVILLE, NC 28078 US

Item Return To:

WILLIAM SCHUTZ
13304 BANNER COURT LANE
HUNTERSVILLE, NC 28078 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (_____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number	Serial Number / Description	Date Received:	02/26/2013
RE00302124	G7127136	Estimate Date:	03/04/2013
	Model 700 Center Fire Caliber: 30-06 SPRG	Date Printed:	2/6/2014

Problems

Reported

M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

Found

M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

Technician Comments

check trigger, function test, gallery

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT included in this Quote.)							
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc Amount
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0 .00
4000119	Service	GR-TEST	1	Warranty	1	.00	0 .00

1st time gun came in

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Remington®

74"
XF12/1
4.5"
.011

December 26, 2013

9737

William Schutz
13304 Banner Court Lane
Huntersville, NC 28078
Phone: 704-607-4431

Ref # 9737, Model 700, Serial # G7127136

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

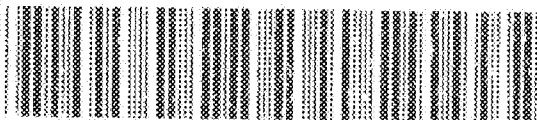
Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".

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

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686
Fax: 336-548-7872

Serial Number: G7127136

Model: 700



RE00335058

RECEIVED
JAN 27 2014

BY:

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/P:336-348-7301

www.Remington.com

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.**

Service Request Number SR00071994	Serial Number / Description G7127136 Model 700 Center Fire Caliber: 3006	Date of Request: 12/26/2013 Date Printed: 12/26/2013
Customer: WILLIAM SCHUTZ 13304 BANNER COURT LANE HUNTERSVILLE, NC 28078 US Email: william_schutz@yahoo.com	Destination: Arms Services 14 Hoefler Ave Elion, NY 13357 US Email:	

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 # 9737, dm1

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

Model Number: 700		Serial Number: G7127136 67127136	
Name: William Schutz		Date of Purchase:	
Address (no PO Boxes): 13304 Banner Court Ln			
City: Huntersville		State: NC	Zip: 28078
Phone (Daytime): 704 607 4431		Fax:	
E-mail Address:			
Please describe your problem: Rifle fires when safety is taken off. This is the second time I have sent it in.			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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. :: 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.			

Use our
UPS label

ARS LABEL REQUEST FORM

DATE: 12/26/2013	Service Request # SR00071994
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	WILLIAM SCHUTZ 13304 BANNER COURT LANE HUNTERSVILLE, NC 28078 US SR00071994 Email: william_schutz@yahoo.com
RETURN ITEM TO:	ILN Arms Services



4XXS98 DEC 26, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XXS989000020125
 REF 1: SR00071994
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COB 0.00	SVC 1/P USD
DC 0.00	DDO 0.00	RS 0.50
OH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 11.01	PUB+HANDLING	11.01

ATTN: Product Service



