

Remington Arms Co., Inc.
Product Service
Legal Case #:5631

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221948	2/4/2011	1/13/2011	2/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Terry	Schanbacher	20 Andre Dr	Northfield	CT	06778		H 860-921-7073 E tschanbacher@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

Customer sent an email. He stated he has an early Model 700 bought around 1965. He stated gun fired on bolt closing (no date given). He had a spring replaced (did not state what spring) and it has been fine. He stated he did not have any type of incident. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	52643	BK	1/1/1963
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	U			

NO CORR.SENT

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				
	\$62.90	2/16/2011				

1/13/11: I will email letter & form. I will ask media coord to email ARS. df 2/16/11: Per Ilion - Could not duplicate concern. TA set screws altered. Replace TA, clean & test fire under BLM program - quote. Customer apprvd & paid for repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		BK
	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	SCRATCHES, DENTS
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	4.5#
	Altered	True	SET SCREWS HAD BEEN ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

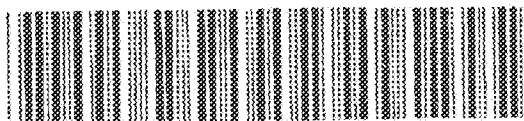
5631

2011
BK1/63
4.5#
007

Serial Number

52643

Model: 700



RE00221948

could not duplicate concern.
T.A. set screws altered.
Replace TPA, clean + test fine
under BLP Ron \$20.00 + ship
Quote

RECEIVED
FEB 19 2011

BY:

Remington Arms Company, Inc.

Visit our safety center at www.remington.com

Delivery Note: 82296519

Page: 1 of 1
Date: 01/13/2011
Time: 09:25:52

SHIP-TO: 2

Packed by:

Paul

SCHANBACHER, TERRY
20 ANDRE DR.
NORTHFIELD CT 06778
CPO #: 06778SCHANBACHER, TER

Sold to: REMINGTON ARMS COMPANY, INC.
Customer #: CCCT
Remington Order #: 1177178
Shipping Point/Plant: ARM1/ARM
CSR: CONSUMER 1-800-243-9700
Email: info@remington.com
Cancellation date:
Route: ARMGRN
Requested Delivery Date: 01/13/2011
Expected Post Good Issue Date: 01/13/2011
Freight Terms: *** PFA ***

Qty/Unit	Material Number	Cases	Brcks	Boxes	Each	Material Description	Weight	SL	Ln#
1 EA	F1684					1 CENTERPIRE CARTON - BROWN	1.380	01	001
Bin:		Price:	0.00			CPN:	UPC:		
Totals:							Price(Excl S&H):	0.00	1.380

Carrier Instructions:

Warehouse Instructions:

Customer Text:

Expect any backordered parts to ship within 30 days. 15% restocking fee on returned parts.
Questions concerning your order should be directed to 1-800-243-9700. Monday-Friday 9:00 AM - 5:00 PM EST
Please have order# available to expedite processing.

Fulcher, Dell Marie

2631

From: christy.mitchell@remington.com
Sent: Monday, January 10, 2011 11:12 AM
To: Fulcher, Dell Marie
Subject: FWD: A form was submitted on REMINGTON - PROD.

The following incident has been forwarded to you by:
Christy - (christy.mitchell@remington.com)

Sender's Comment

Mr. Schanbacher would like a box and ARS sent to him. The 20 Andre Dr is the correct address to send them to.

1177178

Thanks,
Christy
Reference #101218-000086

Summary: A form was submitted on REMINGTON - PROD.
Rule State: End Progress
Product Level 1: Firearms
Date Created: 12/18/2010 08:11 PM
Last Updated: 01/06/2011 07:03 PM
Status: Waiting
Assigned: Dell -
Model_Number:
Serial_Number:

Discussion Thread

Response (Dell -) - 01/06/2011 07:03 PM

Dear Terry,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,
Dell

Customer (Terry Schanbacher) - 12/18/2010 08:11 PM Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Terry

Last Name: Schanbacher

Email: tschanbacher@gmail.com

Address 1: 20 Andre Drive

Address 2:

Telephone: 860-921-7073

City: Northfield

State: CT

Zip Code: 06778

Country: Litchfield

Comments:

I have an early 700 bought around 1965. This gun fired on the bolt closing. A spring was replaced and I may still have the original. Since the spring was replaced, it has been fine. I am only stating what happened. I caught it without any incident.



Emailed to cust.

January 13, 20

Terry Schanbacher
20 Andre Dr
Northfield, CT 06778
Ph: 860-921-7073
Email: tschanbacher@gmail.com

Ref: # 5631

Dear Mr. Schanbacher,

You will receive a shipping label for UPS by email in 2-3 business days. 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

enclosure

January 13, 2011

copy

Terry Schanbacher
20 Andre Dr
Northfield, CT 06778
Ph: 860-921-7073
Email: tschanbacher@gmail.com

Ref: # 5631

Dear Mr. Schanbacher,

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Model Number:		Serial Number:	
Are you the original owner?: ☐ YES ☐ NO			
Name:		Date of Purchase:	
Address (no PO Boxes): 			
City:		State:	Zip:
(Daytime) Phone:		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

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: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
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) _____
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 Illion, 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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: tschanbacher@gmail.com
Sent: Thursday, January 13, 2011 9:41 AM
Subject: ----- Relayed: Terry Schanbacher - Remington Ref# 5631 -----

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

tschanbacher@gmail.com

Subject: Terry Schanbacher - Remington Ref# 5631

Fulcher, Dell Marie

From: Terry L. Schanbacher [tschanbacher@gmail.com]
To: Fulcher, Dell Marie
Sent: Thursday, January 13, 2011 11:40 AM
Subject: Read: Terry Schanbacher - Remington Ref# 5631

Your message was read on Thursday, January 13, 2011 11:39:52 AM (GMT-05:00) Eastern Time (US & Canada).

Remington.

www.remington.com

C. Schanbacher

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

ARS LABEL REQUEST FORM

DATE:	1/13/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR XXXXXX TO MAIL			
DESCRIPTION: Ref # 5631 rifle			

LABEL INFORMATION

MAIL LABEL TO: Terry Schanbacher 20 Andre Dr Northfield, CT 06778 Ph: 860-921-7073 Email: tschanbacher@gmail.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

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

4XX596 JAN 13, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 124XX5965067124520
REF 1: TERRY SCHANBACHER/CD/CM
REF 2: 5631/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 0.24 PUB+HANDLING 8.24 SP 0.00

tschanbacher@gmail.com

