

Remington Arms Co., Inc.
Product Service
Legal Case #:3680

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221968	2/4/2011	1/17/2011	2/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ron	Schapp	23107 N. Crescent Rd	Chattaroy	WA	99003		H 509-468-2107

Incident Information

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

1/17/11 Per call from Schapp, he bought his 700 new in 1974 and it has fired on safety release 3 times, most recently was this past Fall.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM rem ma	n/a	6860249	PZ	6/20/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTSMENS SUP BILLINGS MONT	SCOPE BASE,BOTTOM HALF RINGS	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
Per Ilion, replace TPA, clean, test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	77.90	2/15/2011				

1/17/11 Mailing ARS.cm 2/15/11 Per Ilion, could not duplicate concern. Trigger assm dirty and set screws altered. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping.cm

3/1 spoke w/ Schapp, he's not happy about charge but has waited payment.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/7/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		PZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cur Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

24"
P26/75
25#
1008

5680

January 17, 2011

Ron Schapp
23107 N. Crescent Rd.
Chatlaroy, WA 99003

Subject: #5680, Model 700

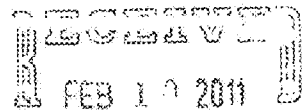
Dear Mr. Schapp,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. 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. Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com



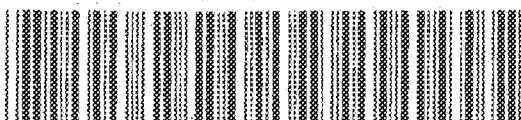
BY: 114.90
- 37.
77.90

could not duplicate concern
T.A. dirty + get screws altered.
Replace TPA, clean + Test fire
under BCP for \$20.00 + ship

Quote

6860249

Model: 700



RE00221968

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700 BDL - 7mm		Serial Number: 6060249	
Are you the original owner? ☒ YES ☐ NO			
Name: RONALD SCHAPP		Date of Purchase: 1/1974	
Address (no PO Boxes): 23107 N. CRESCENT ROAD			
City: CHATTAROY		State: WA	Zip: 99003
Phone (Daytime): 509-468-2107		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) rdschapp44@msn.com			
E-mail Address: _____			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Rifle discharged when moving "Safety" from "safe" to "fire" This has occurred on 3 occasions. Rifle submitted to remove "bolt lock" per conversation with Christy at christy.mitchell@remington.com			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 175 grain ???	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: None		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	After each Call hunt
How often do you clean the action? (Months or Number of rounds)	After each Call hunt
How often do you clean the trigger assembly? (Months or Number of rounds)	Seldom
Brand of lubricant used:	Hoppe's
How often do you lubricate the bore? (Months or Number of rounds)	After each Call hunt
How often do you lubricate the action? (Months or Number of rounds)	After each Call hunt
How often do you lubricate the trigger assembly? (Months or Number of rounds)	After each Call hunt
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?	
Once only - trigger pull adjusted Aug 2010	
What were the services performed?	
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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/17/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☐ PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		☐ I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Ron Schapp 23107 N. Crescent Rd. Chattaroy, WA 99003
RETURN ITEM TO:	Rem Product Service

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# 124XX5968067019682
REF 1:RON SCHAPP/CD/CM
REF 2:700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COO 0.00	RS 0.50
DC 0.00	DDO 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 12.40	PUB+HANDLING	12.40

Ron Schapp
23107 N. Crescent Road
Chattaroy, WA 99003
509-468-2107

January 10, 2011

RE: Dangerous Rifle
Serial # 6060249
Model 700 BDL - L.H.
7 mm - purchased +/- 1974

This rifle has now discharged on three (3) separate occasions when being unloaded.

First instance: winter of +/- 1978

I do not recall if the rifle discharged when I took the rifle off of safety or if when I attempted to open the bolt. I did not report this to Remington as no harm was incurred and I assumed I had somehow incorrectly unloaded the weapon.

Second instance: winter of +/- 1984

Again, I do not recall if rifle discharged when taken off of safety or when attempting to open bolt.

Third instance: November 16, 2010 - 3:14 pm, +/- 17 degrees F and +/- 45% humidity

The rifle definitely discharged when I moved the "safety" to the fire position. This time I blew a hole in an ATV tire. In August, I had the trigger pull adjusted and this "accidental discharge" happened after firing about 30 rounds through the rifle.

From 1985 through 2009, the rifle was not used as I hunting with bow and arrow.

After conversations with gun dealers and gunsmiths, I discovered and was able to obtain a copy of a recall that expired in 2002. I am both appalled and furious that Remington would produce a faulty and dangerous rifle and have the gall to charge for the "fix" and shipping. The \$20 coupon is useless as I already have all safety equipment (except for a rifle) that I need. I should charge you for the ATV tire and mental stress of not knowing that I was not at fault for the "accidental discharges".

I expect full compensation for "my" shipping and no cost for fixing a faulty rifle.

I await your response and instructions.

Mitchell, Christy

From: Ronald Schapp [rdschapp44@msn.com]
Sent: Monday, January 17, 2011 4:18 PM
To: Mitchell, Christy
Subject: faulty saftey on model 700
Attachments: Dangerous Rifle.wps

Christy,

As per our telephone conversation, attached are my comments on three instances when this rifle discharged when being unloaded.

Please note my email address: rdschapp44@msn.com

Ron Schapp

WESTERN UNION MONEY ORDER		WESTERN UNION FINANCIAL SERVICES INC. - ISSUER	
Payable in U.S. Funds Only. Good Everywhere.		Englewood, Colorado	
		14-223494006	
ISSUING AGENT A 727051 D 430211 1048 72 14223494006A L 000010		\$ 39.41	
PAY EXACTLY THIRTY-NINE DOLLARS AND FORTY-ONE CENTS PAY TO THE ORDER OF Remington Arms Lnc.		PAYMENT FOR ACCT. #	
PURCHASER'S ADDRESS <i>Donald W. Schaff</i>		REMITTING NUMBER	

⑆102100400⑆ 40142234940065⑆ *Remington* 221968

