

Remington Arms Co., Inc.
Product Service
Legal Case #:5076

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221357	1/31/2011	11/12/2010	2/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frank	Schlett	1796 Fawn Lake Dr	Bryan	TX	77808		H 979-778-5949 C 936-714-3449

Incident Information

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

11/12/10 Per call from Schlett, it started when he had it in the houst and he shut the bolt and shot a hole in his ceiling. He thought he had possibly hit the trigger. Now he's watched the CNBC program and not sure. He says it now will fire often when you push the safety off. He bought it at a pawn shop used.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6292815	CI	4/29/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH SHREVEPORT LA	TWO PIECE BASE	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 Ilion, replace TPA, clean and test fire under BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
60.40	2/15/2011

11/12/10 Mailing ARS.cm 2/15/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean and test fire under BLP fro \$20 + shipping. Schlett approved by letter on 2/15.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/1/2011

Examination	Product Type	RF
	Action Type	A
	Assigned To	T.NAGLE
Cause	4038	Could Not Duplicate Concern
Barrel	Description	22" 270 WIN
	Date Code	CI
	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
	Stop	Like new; Functioning
Extractor	Condition	SLUGGISH
	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	M/700 SAFETY
	Function	Like new; Functioning
	Sub-Assembly	Non-ISS
Sear	Lift	---Select---
	Notch	008
	Tests	Slightly Worn; Functioning
Feeding Test	Test Fired	False
	False	
Trigger	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	4.5#
	Sub-Assembly	False
Non-Remington Components	M/700 Bolt Lock	
	Description	TWO PIECE BASE

5076

22"
CI4/76
4.5#
1008

November 12, 2010

Frank Schlett
1796 Fawn Lake Dr
Bryan, TX 77808

Subject: #5076, Model 700

Dear Mr. Schlett,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 box with "Product Service".**

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

Sincerely,

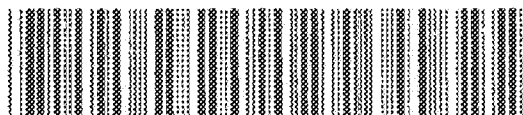
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Serial Number

A6292815

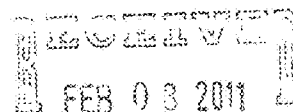
Model: 700



RE00221357

could not duplicate concern.
CAN offer to replace TPA,
clean + test fire under
BLP for \$ 20.00 + ship.

@note



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

Model Number: <u>700</u>		Serial Number: <u>A 6292815</u>	
Are you the original owner? ☐ YES ☒ NO			
Name: <u>Frank Schlett</u>		Date of Purchase: <u>8</u>	
Address (no PO Boxes): <u>1796 Fawn lake Dr</u>			
City: <u>Bryan</u>		State: <u>TX</u>	Zip: <u>77808</u>
Phone (Daytime): <u>979-820-1661</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Schletttx@suddenlink.net</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Gun will fire when Bolting & when moving safety from safe to fire</u> <u>Both these happen randomly.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type: <u>Premier</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

97.40
37.-
60.40



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/12/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA		XXXXXXXXXX	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Frank Schlett 1796 Fawn Lake Dr Bryan, TX 77808
RETURN ITEM TO:	Rem Prod Serv Illion, NY

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

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065365536
REF 1: FRANK SCHLETT/CD/CM
REF 2: 700
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
PH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.54 PUB+HANDLING 10.54

