

Remington Arms Co., Inc.  
Product Service  
Legal Case #6062

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		3/29/2011					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard A.	Schmidling Jr.	816 Whitney Blvd.	Belvidere	IL	61008		E richie.s@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. He stated that his father bought the gun in 1998. He stated back then the gun fired on closing the bolt & the brass stuck in the chamber. He stated gun was returned to Remington in 1998 for repair. Gun worked fine upon return. Gun has been in a gun cabinet for years. He stated he took rifle to range last fall and when he closed the bolt on an empty chamber and flipped the safety off the gun clicked. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/375 H&H	25836	E6395771		12/22/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	inherited from father		N			

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/Replacement Cost	Repair/Replacement Date				

3/29/11: Sending ARS, letter, form, box. Box order# 1206079. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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6062

Reference #	110306-000020
Status	Updated
Assigned To	Administrators
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	03/06/2011 10:41 AM
Initial Response	03/23/2011 08:28 AM
Last Updated	03/23/2011 09:41 PM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	+1 (on -3 to +3 scale)

**Model 700****Discussion Thread**

Customer (1 richie.s@comcast.net)

03/23/2011 09:41 PM

Dell

Nice to hear back...

I am in the U.S.

I would like you to look at the gun. I have 10 Remington's and love them all. Except this one...I Don't trust

it....it's failed twice and even if it's "fixed"?

I still won't trust it.

As far as the form goes...forward my e-mail. that pretty well explains things. I also would need a shipping box as when I purchase a Remington I don't expect it to ever leave.

Thank you

Richard A. Schmidling Jr.

816 Whitney Blvd.

Belvidere, Illinois 61008

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Original Message -----

From: Remington Information

To: richie s

Sent: Wed, 23 Mar 2011 12:28:10 -0000 (UTC)

Subject: Model 700 [Incident: 110306-000020]

Response (Dell -)

03/23/2011 08:28 AM

Dear Mr. Schmidling,

If you are in the U.S. - We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with 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 (1 richie.s@comcast.net)

03/06/2011 10:41 AM

Hello

Please forward this to the proper Dept.

I have a Model 700 "SAFARI" .375 H&amp;H MAG ser. #E6395771

My father purchased this gun on 10/7/1998. We immediately drove out to the farm to shoot it. When he chambered the first round. The gun fired upon closing the bolt. The brass was stuck in the chamber, we removed the brass.

We weren't sure what had just happened.....He chambered another round and after firing ...the brass had again stuck and we tried to remove it, but decided that since the gun was brand new we would return it to have it looked at.

On 10/25/1998 it was returned to Remington....Repair order 98-22714 on 11/10/1998 states Main fault found: rough chamber

The order states to polish chamber and check trigger.

The gun was returned....We had no problems it worked as well as the other 10 Remington's we own.

Dad shot a Black Bear in Manitoba with it in May of 2000.

My Father passed in Nov. 2002 and I haven't had much opportunity to shoot the .375

The gun has been in my gun cabinet with all the others and taken out 3-4 times a year to handle, look over and oil as I do with all my guns.

Last fall I had a chance to go to the range and shoot some of the guns I haven't shot in quite some time.

I never fired the gun. As I was preparing to load the .375 I felt something was wrong ...I closed the bolt on an empty chamber with the gun on Safe...When I put the safety to Fire...The hammer released?

I was going to have a gun smith look at it, but decided to contact you first.....The gun will do this every time.....open bolt, put on Safety, close bolt, put safety to fire...CLICK!

Thank you in advance to your response

Richard Schmidling Jr.

**Primary Contact**

First Name: 1

Last Name: richie.s@comcast.net

Organization:

Login: richie.s@comcast.net

Title:

Contact Type:

Email: richie.s@comcast.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:

Street  
City  
State/Province  
Postal Code  
Country

Additional Information



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	3/29/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<input checked="" type="checkbox"/> PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6062 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Richard Schmidling Jr. 816 Whitney Blvd. Belvidere, IL 61008
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 MAR 29, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969865721325  
REF 1: RICHARD SCHMIDLING, JR/CD/DMF  
REF 2: 6062/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 9.45	PUB+HANDLING 8.45	