

Remington Arms Co., Inc.
Product Service
Legal Case #:5694

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222469	2/8/2011	1/18/2011	2/9/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Schmidt	121 Dartmouth Downs	Hillsboro	MO	63050		H 636-797-9929

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

1/18/11: Customer called in. He stated that last November he had a FBC. No damage, No injury. He stated that he saw the tv show & feels that we have something that will fix his rifle. He did state that he has had the rifle a long time & never had a problem. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	n/a	135341	BM	1/1/1965
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

CONCERN:FBC

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 - Quote to repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	2/22/2011

1/18/11: Sending ARS, letter, form. df 2/22/11: Per Ilion - Sear is stuck/frozen to sideplates. TA will not function. Replace TA, clean & test fire under BLM program - quote. Left msg for cust. to call. df 4/7/11: Customer paid quote. Gun has shipped. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/9/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4015	Improper Maintenance	THE SEAR IS STUCK DOWN BETWEEN THE SIDEPLATES AND THE MAG BOX IS MISSING, WAS UNABLE TO GET TRIG PULL, SEAR LIFT AND SAFE

			WILL NOT FUNCTION.
Barrel	Description		22" 280 REM
	Date Code		BM
	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	
	Cut 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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,DENTS
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Not Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	O/S DOUBLE
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	SEAR IS STUCK TO SIDEPLATES
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

copy
January 18, 2011

Larry Schmidt
121 Dartmouth Downs
Hillsboro, MO 63050
Ph: 636-797-9929

Ref: # 5694

Dear Mr. Schmidt,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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

RECEIVED
FEB 15 2011

BY:

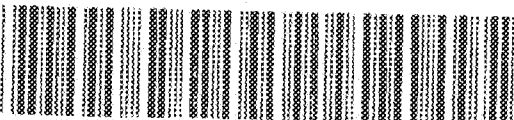
enclosure

SEAR IS STUCK/FROZEN to Sbloplater
T.A. will not function.
Replace TPA, clean & test fire
Under BLP Port & 20.00 + ship.

Quote

135341

Model: 700



RE00222469

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>135341</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>LARRY J Schmidt</u>		Date of Purchase: <u>1970 ?</u>	
Address (no PO Boxes): <u>121 Dartmouth Downs</u>			
City: <u>Hillsboro</u>	State: <u>MO</u>	Zip: <u>63050</u>	
Phone (Daytime): <u>636 797 9929</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Shed Fires every time it is insired into Chamber.</u>			
		Larry Schmidt 121 Dartmouth Downs Hillsboro, MO 63050	
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Case - LOKT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GR PTD</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>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	3 Times A YR.
How often do you clean the action? (Months or Number of rounds)	3 Times A YR.
How often do you clean the trigger assembly? (Months or Number of rounds)	1 st A YR.
Brand of lubricant used:	Dan's Gun Lick
How often do you lubricate the bore? (Months or Number of rounds)	3 Times A YR.
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)	3 Times A YR.
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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/18/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5694 rifle			

LABEL INFORMATION

MAIL LABEL TO: Larry Schmidt 121 Dartmouth Downs Hillsboro, MO 63050 Ph: 636-797-9929
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX586 JAN 18, 2011 ALL CURR USD 1 OF 1
SVC CND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5863066114944
REF 1: LARRY SCHMIDT/CD/DMF
REF 2: 5694/RIFLE

HANDLING CHARGE 0.00		
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 0.36	PLS+HANDLING	0.36

