

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5845

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 224813 | 3/2/2011    | 2/8/2011        | 3/3/2011    |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name  | Street            | City        | State | Zip   | Age | Contact                                                 |
|----------|----------|------------|------------|-------------------|-------------|-------|-------|-----|---------------------------------------------------------|
| Incident |          | William    | Wueler Sr. | 2636 Lombardy Dr. | Port Arthur | TX    | 77642 |     | H 409-982-7720<br>C 409-963-7010<br>E wuelerkid@aol.com |

## Incident Information

| Claims | Codes                 | Repair Est.                                           | Medical Treatment | Medical Status |
|--------|-----------------------|-------------------------------------------------------|-------------------|----------------|
| PI     |                       |                                                       |                   |                |
| PD     | Cause:4015            | Improper Maintenance                                  |                   |                |
| S      | Concern:1025          | Unexplained Discharge - No Mention of Safety Position | Unknown           |                |
| C      | Unexplained Discharge |                                                       |                   |                |

Customer wrote a letter & Travis brought it over to me on 2/8/11. Customer stated that he bought gun many years ago. Maybe around 1970. He had the gun misfire without pulling the trigger (no date given). Hasn't used the gun in years. He stated he recently discovered that the trigger has a defect & he wants the gun fixed. df

## Firearm Information

| Mfg.           | Type              | Model/Ga.     | SKU            | Serial   | Bbl. | DOM       |
|----------------|-------------------|---------------|----------------|----------|------|-----------|
| Remington      | CP/BA             | 700/3006 SPRG | n/a            | A6625389 | PQ   | 6/20/1978 |
| Date Purchased | Where Purchased   | Accessories   | Original Owner |          |      |           |
|                | Woolco Dept Store |               | Y              |          |      |           |

## CONCERN:FBC

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 Uion - Quote to repair under BLM |                         |                         |               |                 |                |               |
|                                      | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                      | \$30.40                 | 3/9/2011                |               |                 |                |               |

2/8/11: Sending ARS, letter, form, box. Box order# 1186388. df 3/9/11: Per Uion - Could not duplicate concern. TA very dirty & sticky. Replaces TA, clean & test fire under BLM - quote. Emailed quote to customer for review & payment. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                 | Comment       |
|-------------|--------------|----------------------|---------------|
| Examination | Examiner     |                      | B. TRAVIS     |
|             | Exam Date    |                      | 3/3/2011      |
|             | Product Type |                      | RF            |
|             | Action Type  |                      | A             |
|             | Assigned To  |                      | T. NAGLE      |
| Cause       | 4015         | Improper Maintenance |               |
| Barrel      | Description  |                      | 22" 3006 SPRG |
|             | Date Code    |                      | PQ            |
|             | 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 |                        |
|              | Condition              | Slightly Worn; Functioning |                        |
| Extractor    | Cut Condition          | Slightly Worn; Functioning |                        |
|              | Ext/Eject Test         | False                      |                        |
|              | Block Condition        | --Select--                 |                        |
| Locking      | Lug Condition          | Slightly Worn; Functioning |                        |
|              | Notch Condition        | --Select--                 |                        |
|              | Exterior Condition     | Slightly Worn; Functioning |                        |
| Overall      | Stock Condition        | Slightly Worn; Functioning |                        |
|              | Fore End Condition     | --Select--                 |                        |
|              | Condition              | Slightly Worn; Functioning |                        |
| Receiver     | Bulged                 | False                      |                        |
|              | Description            |                            | M/700 BOLT LOCK SAFETY |
| Safety       | Function               | Like new; Functioning      |                        |
|              | Sub-Assembly           | Non-ISS                    |                        |
|              | Lift                   | --Select--                 | 010                    |
| Sear         | Notch                  | Slightly Worn; Functioning |                        |
|              | Tests                  | Test Fired                 | False                  |
| Feeding Test |                        | False                      |                        |
| Trigger      | Condition              | Slightly Worn; Functioning | VERY DIRTY, STICKY     |
|              | Pull                   | --Select--                 | 6#                     |
|              | Altered                | False                      |                        |
|              | Sub-Assembly           | M/700 Bolt Lock            |                        |

**QUOTATION****Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING****REPORT**

Parts/Repairs

800-243-9700

Fax

336-548-7801

**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

|                                                                                |                                       |                                                                                          |
|--------------------------------------------------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------|
| Repair Order Number<br>RE00224813<br>Account # - R-                            | Description/Serial Number<br>A6625389 | Date Received -<br>3/1/2011<br>Estimate Date -<br>3/3/2011<br>Current Date -<br>3/9/2011 |
| Customer<br>WILLIAM WUELLER<br>2636 LOMBARDY DRIVE<br>PORT ARTHUR, TX 77642 US |                                       | Return To<br>WILLIAM WUELLER<br>2636 LOMBARDY DRIVE<br>PORT ARTHUR, TX 77642 US          |
| Phone (H) (409)-763-7010<br>Phone (W) (409)-982-7720                           | Fax<br>Email WUELLERKID@AOL.COM       |                                                                                          |

Please Circle One  
 VISA MC AMEX DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
 PO Number \_\_\_\_\_  
 Daytime Phone ( ) \_\_\_\_\_ Time To Call \_\_\_\_\_ Open Acct. R \_\_\_\_\_  
 Approval: Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box  
 Notice: We process checks electronically through Check 21

| Reported |                                          | Problems Found |                              |
|----------|------------------------------------------|----------------|------------------------------|
| M123     | FORWARD TO PRODUCT SERVICE FOR INSPECTIO | M123           | FORWARD TO PRODUCT SERVICE F |

Technician's Comments

ProblemNotes could not duplicate concern.trigger assm very dirty & sticky.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

Estimate \*\*C.O.D./Shipping and Handling Charges are NOT Included in this Quote

| Material #      | Material Description                | Qty | Warranty Y/N | Price/Unit | Discount Percent | Extended Amt |
|-----------------|-------------------------------------|-----|--------------|------------|------------------|--------------|
| Part            |                                     |     |              |            |                  |              |
| F306373B        | 700 XMP EA TRIG ASSB LH BLACK (OS)  | 1   | Y            | \$94.00    | 0%               | \$0.00       |
| Service         |                                     |     |              |            |                  |              |
| 4000114         | GR-SHIPPING & HANDLING (GUN REPAIR) | 1   | N            | \$17.00    | 0%               | \$17.00      |
| 4000116         | GR-LABOR                            | 1   | N            | \$20.00    | 0%               | \$20.00      |
| 4000119         | GR-TEST                             | 1   | Y            | \$23.00    | 0%               | \$0.00       |
| Sub Total:      |                                     |     |              |            |                  | \$37.00      |
| Est. Sales Tax: |                                     |     |              |            |                  | \$2.50       |
| Grand Total:    |                                     |     |              |            |                  | \$39.50      |

Fulcher, Dell Marie

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From: Mail Delivery System [MAILER-DAEMON@AOL.com]  
To: wuellerkid@aol.com  
Sent: Wednesday, March 09, 2011 12:35 PM  
Subject: Relayed: William Wueller Sr. - Remington Ref# 5845

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

[wuellerkid@aol.com](mailto:wuellerkid@aol.com)

Subject: William Wueller Sr. - Remington Ref# 5845

5845  
February 8, 2011

William Wueller Sr.  
2636 Lombardy Dr.  
Port Arthur, TX 77642  
Ph: 409-763-7010

Ref: # 5845

Dear Mr. Wueller,

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

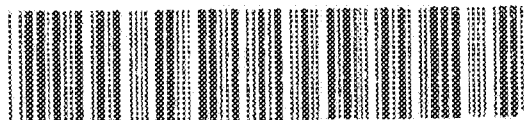
Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer. X-

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

A6625389

Model: 700



RE00224813

RECEIVED  
MAR - 7 2011

BY: \_\_\_\_\_

I have purchased  
a rem 700 22-250  
a bout a year ago  
and enjoy the gun.  
I look forward to  
having the same confidence  
in the 30:06 as I do in  
the 22-250.  
K/ = K/4500R  
SR

Print

Reset

|                                                                                                                                                                                           |  |                                 |            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------|------------|
| Model<br>Number: 700                                                                                                                                                                      |  | Serial<br>Number: A6625389      |            |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                                                                                          |  |                                 |            |
| Name: William Wueller Sr.                                                                                                                                                                 |  | Date of Purchase: about 1970    |            |
| Address (no PO Boxes):<br>2636 Lombardy Drive                                                                                                                                             |  |                                 |            |
| City: Port Arthur                                                                                                                                                                         |  | State: Texas                    | Zip: 77642 |
| Phone<br>(Daytime): (409) 9827720                                                                                                                                                         |  | Fax:<br>cell (409) 9637010      |            |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Wuellerkid@aol.com                                                                     |  |                                 |            |
| E-mail Address:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.                                                                      |  |                                 |            |
| Please describe your problem and date of occurrence:<br>About 7 years ago, I was unloading the rifle and it fired and the trigger was not touched. Trigger assembly needs to be replaced. |  |                                 |            |
| 500 characters left                                                                                                                                                                       |  |                                 |            |
| Ammunition Information:                                                                                                                                                                   |  |                                 |            |
| Manufacturer: Federal                                                                                                                                                                     |  | Type: Premium 30-06 Springfield |            |
| Other (i.e. bullet weight/type, shot size, powder):<br>165 grain Nosier Ballistic Tip                                                                                                     |  |                                 |            |
| 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:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | usually Hoppe's #9 Gun Scrubber        |
| How often do you clean the bore? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | usually 5 rounds or less               |
| How often do you clean the action? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | usually 5 rounds or less               |
| How often do you clean the trigger assembly? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | do not clean                           |
| Brand of lubricant used:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | rem oil                                |
| How often do you lubricate the bore? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | yearly when not used or after each use |
| How often do you lubricate the action? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | yearly when not used or after each use |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | do not lubricate                       |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                        |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                        |
| What were the services performed?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | N/A                                    |
| Ship your INSURED firearm by either UPS or Parcel Post to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                        |
| <p style="text-align: center;">Remington Arms Co., Inc.<br/>Attn: Arms Service Division<br/>14 Hoefler Avenue<br/>Ilion, NY 13357</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                        |
| <p><input type="checkbox"/> <b>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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p>ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p> |                                        |

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.



5915

William Wueller Sr.  
2636 Lombardy Drive  
Port Arthur, Texas 77642  
(409) 9637010

Jan. 25, 2011

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

Dear Sirs or Madams,

I purchased a Rem. 700 30-06 from a Woolco Department Store many years ago probably around 1970. I have had the gun misfire without pulling the trigger. I have not used the gun for a number of years although I am an avid deer and hog hunter because I am afraid someone might get hurt. I recently discovered this gun has a trigger defect that can be fixed. The serial number of this gun is A6625389. I would like to get this gun fixed so that it can be used safely. How can I go about getting this gun fixed. Please send a prompt reply on how to get this gun repaired. Please do NOT send me how people love the Rem 700 like I got on your Facebook site ---- I want the gun repaired.

Sincerely,

William Wueller Sr.

*Wm Wueller*

FEB 07 2011

Received By \_\_\_\_\_  
CSR: \_\_\_\_\_  
Response By 2/8/11  
Response Date \_\_\_\_\_

1186388



www.remington.com

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

## ARS LABEL REQUEST FORM

|                                  |          |                 |        |
|----------------------------------|----------|-----------------|--------|
| DATE:                            | 2/8/2011 | REQUESTED BY:   | Dell   |
| QUANTITY:                        | 1        | WEIGHT PER PKG: | 10 lbs |
| <del>PLEASE CHECK ONE</del>      |          |                 |        |
| MEDIA<br>COORDINATOR<br>TO MAIL  |          | I WILL MAIL     | XXXXXX |
| DESCRIPTION: Ref # 5845<br>rifle |          |                 |        |

## LABEL INFORMATION

|                                                                                                      |
|------------------------------------------------------------------------------------------------------|
| MAIL LABEL TO: William Wueller Sr.<br>2636 Lombardy Dr.<br>Port Arthur, TX 77642<br>Ph: 409-763-7010 |
| RETURN ITEM TO Remington Arms<br>Attn: Product Service<br>Ilion, NY                                  |

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

4XX596 FEB 10, 2011 ALL CURR USD 1 OF 1  
SVC GNDCCM ACT WT 10.0 LBS  
TRACKING# 124XX5969067284741  
REF 1: WILLIAM WUELLER, SR/CD/DMF  
REF 2: 5845/RIFLE

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  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 10.04 PUB+HANDLING 10.04



