

Remington Arms Co., Inc.
Product Service
Legal Case #:5796

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221451	1/31/2011	2/1/2011	2/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Yendrzeski	4331 N Cypress Circle	Prescott Valley	AZ	86314		H 928-775-2641 E yancer@msn.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	misfires Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

2/3/11 Per email sent to Tier1, William notated that he had seen the CNBC special and that he has had misfires at least 9 times since he purchased it in 1975.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6MM REM	n/a	6330347	CU	4/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	BOB SMITH SPTG. BOSTON, MASS.	TWO PIECE BASE,HARD CASE	U			

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, replace trig assm, clean, test at BLSM program price, other repair at 1/2 price						
	Repair/Replacement Cost	Repair/Replacement Date				

2/4/11 Per Ilion, will follow down, trigger assembly set screws have been altered, trigger will not return properly, mag box missing, floor plate broken. Replace trig assm, clean + test fire under bolt lock program for \$20 + shpg repair mag box and trig guard @ 1/2 cost. Emailed owner this information. Awaiting reply.cm 2/7/11 William approved repairs.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B. TRAVIS

Examination	Exam Date	2/1/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	24" 6MM REM HB	
	Date Code	CU	
	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	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	MAG BOX MISSING FLOOR PLATE BROKEN
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/700 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	1#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE, HARD CASE	

Evans, Danny

From: William Yendrzieski [yancr@msn.com]
Sent: Friday, January 21, 2011 2:27 PM
To: Evans, Danny
Subject: REMINGTON 700 BDL 6mm MIS-FIRE
Attachments: REMINGTON MDL 700 6MM.doc

*R.p. 221451
Case 5796*

Danny,

My Remington Model 700 BDL 6mm is in the UPS system. Ser# 6330347

I ran into a problem when I tried to put insurance on the it. They told me I could not do that since Remington had already took care of the shipping. For me to put insurance on it I would had to pay for the shipping on this end and on the return.

Remington's instructions stated to put insurance on the package. But, being I did not pay for the shipping it was not possible.

I did however have them put on and Adult signature required on receiving the package.

Thanks again for all your help in this matter. Please keep me informed of what is found if anything. I looked over my rifle before shipping it to you. It looked clean, just like I put it away in 1981. I also included a letter of the history of the rifle according to my re-loader log book. That is the best I can do.. I've attached a copy for you.

I truly appreciate your concern for my problem. Also, if you can please Thank John Scouton for forwarding my email to you folks.

Sincerely,

William Yendrzieski

Pennell, Sandra W.

From: Evans, Danny
Sent: Wednesday, December 29, 2010 6:18 PM
To: Dodson, Cathy; Pennell, Sandra W.
Cc: Watson, Laura M.
Subject: ARS label Yendrzeski

Need an ARS label for return of firearm to Ilion Arm Svc

Model 700 Serial 6330347

William Yendrzeski
4331 North Cypress Circle
Prescott Valley, AZ 86314

(928)775-2641

Please give label to Laura or I.

thanks

Sincerely,
Daniel C. Evans / Director, Service Operation
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 336.548.8781 | Cell: 336.463.1967 | Fax: 336.548.71

Freedom Group Family of Companies

Remington | Bushmaster Firearms | DPMS / Panther Arms
Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Arms

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4XX596 DEC 30, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065931054
REF 1: WILLIAM YENDRZESKI/SWP/DANNY E.
REF 2: 700 / 6330347

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 DGB 0.00 SD 0.00
AW 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.79 PUB+HANDLING 11.79

Laura, Sgt Danny

Letter

*Thank you for taking the
time to speak about 700.*

*ARS label
Pkg for return*

*Inspect/Clean 16/20 at
no charge*

*DC
OF*

Evans, Danny

From: O'Steen, Norma
Sent: Tuesday, December 21, 2010 1:25 PM
To: Evans, Danny
Cc: Baradat, Gregory
Subject: FW: MODEL REM 700 SHORT ACTION CONVERSION

over

Danny,

Please see the attached and assign to the appropriate party. Thanks.

Norma O'Steen

From: Baradat, Gregory
Sent: Tuesday, December 21, 2010 1:23 PM
To: O'Steen, Norma
Subject: FW: MODEL REM 700 SHORT ACTION CONVERSION

Norma, we have had a trigger issue sent to us from Shooting USA, who does this need to go to for assistance?

From: Johnson, Robby D.
Sent: Tuesday, December 21, 2010 9:57 AM
To: Baradat, Gregory
Subject: FW: MODEL REM 700 SHORT ACTION CONVERSION

Check this out from one of John Scoutten's Viewers.

I think after 9 misfires that would have risen a flag for me if that's true, not having to see it on the boob tube.

Sincerely,

Robby Johnson | Remington Defense USA
(Remington Defense) Remington Arms Company, Inc.

670 Remington Dr., PO Box 700, Madison, NC 27025-0700
Cell: 336.528.2241 | Fax: 229.937.9140

Freedom Group Family of Companies

Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota Arms
Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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From: John Scoutten [mailto:John@tier1-media.com]
Sent: Tuesday, December 21, 2010 9:53 AM
To: Johnson, Robby D.
Subject: Fwd: MODEL REM 700 SHORT ACTION CONVERSION

12/21/10 - Send ARS label
- Set up repair.
- Customer experienced "g" firing
without pulling trigger

an forwarded message:

From: John Scoutten <John@Tier1-Media.com>
Date: December 21, 2010 11:41:39 AM CST
To: William Yendrzeski <yancr@msn.com>
Subject: Re: MODEL REM 700 SHORT ACTION CONVERSION

William,

I did see the CNBC presentation about the Remington 700, I have looked over the materials Remington has presented in response and I think you are in a unique position having had a similar situation with your rifle. I would contact Remington immediately with the attitude that you want to help them identify the issue with your rifle, offer to send it in for examination and repair. I have never had this issue with any of the Remington 700 rifle I have or have worked on. Best of luck with this and let me know how it comes out.

LINK to the Remington page: <http://www.remington700.tv/#/home>

-John

On Dec 17, 2010, at 11:41 AM, William Yendrzeski wrote:

I watched your show on the change over on the Mod 700 action.

My question is this. Did you happen to see the CNBC special on the Rem. 700 and the mis-fire problem they showed?

The reason I ask is I have had the same problem with mine going back to the mid 70's. I have a 6mm, and I always thought I did something wrong, when I could think at the time I did. My question is have you had a similar problem?
Did you keep the original trigger system?

And is this something you all should cover on your show down the road. It seems that Remington does not want to deal with it. When the data presented surly shows a very serious problem... I'm really worried about using this firearm now after watching that presentation... Thank God no one was hurt when these mis-fires happened to me.... I have had this happen at least 9 times since I purchased this Rem 700 in 1975. Always blaming myself.

Curious to your thoughts on this issue. And continue the great shows. Always watch...

Sincerely,

William Yendrzeski
yancr@msn.com

928-775-2641

6330347

12/28-307 - Carl
10/29-400 - Carl
11/25-500 - "

2

William Yendrzeski
4331 N Cypress Creek
Pascagoula, AL
9/23/4

775-2641
Prescott Valley, AZ 86314

John Scouten
Series Producer
Shooting USA
Sighting in with Shooting USA
John@tier1-media.com
615-771-1060 ext. 231
www.ShootingUSA.com

John Scouten
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Sighting in with Shooting USA
John@tier1-media.com
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www.ShootingUSA.com

Remington.

5796

24"
cu 4/5
1 1/2
013

December 31, 2010

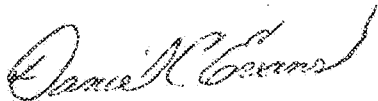
William Yendrzieski
4331 N. Cypress Circle
Prescott Valley, AZ 86314

Subject: Model 700 Serial #6330347

Dear Mr. Yendrzieski,

Thank you for taking the time to speak to us regarding your Model 700 rifle. Per our conversation, enclosed please find a prepaid UPS shipping label and factory repair form for the return of your rifle to our factory. Please fill out the form as best as possible and include it in the box with the firearm. Upon receipt of your rifle, we will inspect, clean and adjust your firearm at no charge. Please include a copy of this letter with your firearm so our gunsmiths can expedite the handling of your rifle. If you have any questions or concerns, please feel free to contact us at the number below.

Sincerely,



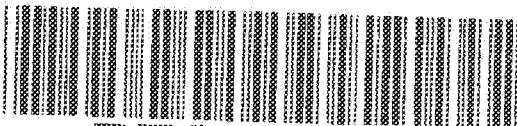
Danny Evans
Director, Service Operations
Remington Arms Company

Phone: 336-548-8701
Fax: 336-548-7899
E-mail: danny.evans@remington.com

134.08 42419278
85.53
48.53 60073408

will follow down. T.A. sets screws
altered, TRIG will NOT return
properly. mag. box missing, Floor
plate broken. Replace TPA, clean &
Test fire under BLP for \$20.00,
Repair Floor plate & box @ 1/2 normal
cost.

6330347
Model: 700



RE00221451

RECEIVED
FEB 03 2011

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

PS 19105

Remington.

Factory Repair Instructions

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

Model Number: 700 BDL 6mm		Serial Number: 6330347	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: William Yenduzeski		Date of Purchase: APRIL 1975	
Address (no PO Boxes): 4331 N. CYPRESS CIRCLE			
City: PRESCOTT VALLEY		State: AZ	Zip: 86314
Phone (Daytime): 928-775-2641		Fax:	
E-mail Address: YANCR@msn.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: RIFLE FIRES WITHOUT TOUCHING THE TRIGGER. IT HAPPENED AT LEAST (7) TIMES IF MY MEMORY SERVES ME RIGHT.			
"SEE ATTACH LETTER."			
Ammunition Information:			
Manufacturer: Remington		Type: 6mm	
Other (i.e. bullet weight/type, shot size, powder):		Did not Perform well	
Can't Remember bought 40 Rds Then Handloaded			
Handload Information:			
Powder Used: I.M.R. 4350		Powder Weight: 46.5 grs.	
Case/Hull Used: Rem		Primer Used: FPD 215	
Bullet Type/Shot Size: S&W 85gr HP/BT		Reloader Used: RCBS Rockchuckers	
TOTAL hand loads 273			
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: HOPPE'S #9			
How often do you clean the bore? (Months or Number of rounds) AFTER EVERY DAILY USE			
How often do you clean the action? (Months or Number of rounds) " " " "			
How often do you clean the trigger assembly? (Months or Number of rounds) CK'D 3 Times yearly			
Brand of lubricant used: We only had WD40 in those days			

How often do you lubricate the bore? (Months or Number of rounds)	<i>AFTER Daily Use</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>" "</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>Only if Needed</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	<i>I'm sure I did at The time. Long Time</i>
Comments: <i>ago.</i>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Never</i>	
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 Ave Illon, NY 13357	
<p>⚠ 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.</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, 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 return address will be refused.</p> <p>• 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>• 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)</p> <p>• 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.</p>	

TO:
Remington Arms CO., INC
Attn: Arms Service Division
14 Hoefler Ave.
Ilion, NY 13357

January 19, 2011

FROM:
William A. Yendrzski
4331 N. Cypress Circle
Prescott Valley, AZ 86314
928-775-2641
yancr@msn.com

Dear Mr. Danny Evans,

Thank you, for the call addressing my concern with my Rem 700 BDL 6mm rifle. Below I will give you the history of this rifle since I purchased it new in April of 1975. That is the best date I can give you for that is when I started to reload for it in my log book for reloads. The rifle was purchased to hunt Wood Chucks in my home State at the time Vermont. I was currently using a 22K Hornet and needed something for longer range.

I bought an initial 2 boxes of 6mm Remington ammo to start with and test fired those. I then used that brass for all future reloads.

Before firing any of the reloads I removed the action and barrel to glass bed the action and float the barrel. I also had to add some length to the stock and put on a rubber recoil pad as you will see. Those were the only changes I made to this rifle. Outside of the scope mounting.

I reloaded a total of 273 rounds for the Rem 700 6mm. From April 1975 thru June 1981. I then never used the rifle again. It has been in my gun safe until now. It has only been wiped down from time to time, and the barrel lube with a wipe rag run thru it. After the mis-firing or should I say, firing when I closed the bolt, or moved the Safety from Safe to the firing position. This happened at least (5) five times while at the shooting range. I always thought I had done something wrong. It also fired 3 times while in the field hunting Wood Chucks. The last time was in 1981. That was the last time that I fired the rifle. It went off on me twice that year. I was going to take the rifle to a gunsmith, but never got around to doing it. That year my job requirements increased to a high level, and I did not hunt that much, and I had also purchased a 22-250 Winchester, plus I still had my 22K Hornet. I just forgot about it until now.

So, then I see the now controversial CNBC TV show on the Remington 700 misfiring. Plus I knew about the 600's problems for some of my friends had them. But, I never knew about any problems with the Rem 700 series. So, I saw John Scouton do a re-barrel job on a Rem 700 on TV, and it prompted me to write him letter about my Rem 700. He actually wrote back to me and said I should watch Remington's response on your Web site which I did. He also suggested I contact you and see if I could send my Rem 700 back to you to have it checked out.

About two weeks later I was contacted by phone from Danny Evans from Remington, and here we are. All this time I thought I had done something wrong. But, now I have reason to believe I did not.

I must say after watching both the CNBC show and Remington's response, I'm still confused. I Agree the reporter had his finger on the trigger, and yes, lawyers are involved. Also, the guy at the end I called the chain smoker left me a bit, who is this guy? And yes Mr. Walker said he never invited them in.

But with that said, Remington never disputed the two videos of the rifle going off with the trigger not being touched. Nor did they dispute the fact that the military called it a Remington Moment. Nor did they dispute all the letters CNBC obtained from Remington of customers Complaining about the Rem 700 going off with out touching the trigger. And Mr. Walker's letters, were never disputed. So, you can see why I'm a bit confused. Also, I did a small survey of my own asking my local gun shop dealers if they ever hear of the Rem 700 going off like that. To the letter no one had ever heard of that happening in all their years in business. I even asked at Cabela's, and Sportsman's Wharehouse. No one had ever heard of that...

So, with all that said please find my Remington Model 700 BDL 6mm Ser# 6330347, and bolt #0347 in the box. I would like to know exactly what you find if anything.

Thanks again for caring, and I appreciate you calling me. And I want to thank John Scouton for passing my email on to you.

Sincerely,


W.A. Yendrzkeski

