

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 |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 231306 | 5/12/2011 | 3/29/2011 | 5/13/2011 | | | | |

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 | | H 815-899-6670 F 815-899-1918 E richie.s@comcast.net |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|------------------------------------|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4015 Improper Maintenance | | 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 MA | 25836 | E6395771 | XR | 12/22/1997 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| 10/7/1998 | inherited from father | | N | | | |

CONCERN: FSR

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 Ilion - Quote to repair | | | | | | |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| | |

3/29/11: Sending ARS, letter, form, box. Box order# 1206079. df 5/25/11: Per Ilion - Could not duplicate concern. TA very rusty & dry. Replace TA, clean & test fire @ 1/2 normal cost - quote. Looks like factory mailed quote but I also emailed to customer for review, apprv. & payment. df 5/31/11: Cust. emailed & is not happy w/quote. As goodwill gesture - I removed the charge for testing & shipping. Emailed him the updated quote. df 6/15/11: Customer emailed & refuses to pay anything. He does not want gun repaired & asked that we return as received. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|-----------|------|-----------|
| | Examiner | | B.TRAVIS |
| | Exam Date | | 5/13/2011 |

| | | | |
|--------------|------------------------|----------------------------|-----------------------------------|
| Examination | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4015 | Improper Maintenance | |
| Barrel | Description | | 24" 375 H&H MAG LG CONTOUR CUSTOM |
| | Date Code | | XR |
| | 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 | |
| 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; Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | M/700 SAFETY (RUSTY, WORKS STIFF) |
| | Function | Slightly Worn; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .012 |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | RUSTY, DRY |
| | Pull | ---Select--- | 7# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

| | | |
|--|--|---|
| Repair Number RE00231306 | Serial Number / Description E6395771 Model 700 Center Fire Caliber: 375 H & H MAG | Date Received: 05/12/2011 Estimate Date: 05/31/2011 Date Printed: 05/31/2011 |
| Customer: RICHARD SCHMIDLING 816 WHITNEY BLVD BELVIDERE, IL 61008 US | | Return To: RICHARD SCHMIDLING 816 WHITNEY BLVD BELVIDERE, IL 61008 US |

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp. Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

| Problems | |
|---|--|
| Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION | Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION |

Technician Comments
 could not duplicate concern.trigger assm rusty and dry.replace trigger plate assm, clean and test fire at 1/2 normal cost

| ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) | | | | | | | | |
|---|---------|--|------------|----------|--------------|-----------------------|------|---------|
| Material | Type | Description | Qty Needed | Warranty | Qty From Inv | Price | Disc | Amount |
| F305570B | Part | X-MARK PRO 700 TRIG ASSB RH BLACK (OS) | 1 | Billable | 1 | 94.00 | 50 | 47.00 |
| 4000114 | Service | GR-SHIPING & HANDLING (GUN REPAIR) | 1 | Warranty | 1 | .00 | 0 | .00 |
| 4000119 | Service | GR-TEST | 1 | Warranty | 1 | .00 | 0 | .00 |
| | | | | | | Sub Total: | | 47.00 |
| | | | | | | Est Sales Tax: | | 2.94 |
| | | | | | | Grand Total: | | \$49.94 |

Fulcher, Dell Marie

From: postmaster@remington.com
To: richie.s@comcast.net
Sent: Tuesday, May 31, 2011 9:23 AM
Subject: Relayed: Richard Schmidling Jr. - Repair# 231306

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

richie.s@comcast.net

Subject: RE: Richard Schmidling Jr. - Repair# 231306

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

| | | | |
|----------------------|--|-----------------------|------------|
| Repair Number | Serial Number / Description | Date Received: | 05/12/2011 |
| RE00231306 | E6395771 | Estimate Date: | 05/13/2011 |
| | Model 700 Center Fire Caliber: 375 H & H MAG | Date Printed: | 05/25/2011 |

Customer:

RICHARD SCHMIDLING
816 WHITNEY BLVD
BELVIDERE, IL 61008 US

Return To:

RICHARD SCHMIDLING
816 WHITNEY BLVD
BELVIDERE, IL 61008 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems

Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern. trigger assm rusty and dry. replace trigger plate assm, clean and test fire at 1/2 normal cost

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

| Material | Type | Description | Qty Needed | Warranty | Qty From Inv | Price | Disc | Amount |
|----------|---------|--|---------------|----------|-----------------|-------|------|--------|
| F305570B | Part | X-MARK PRO 700 TRIG ASSB RH BLACK (OS) | 1 | Billable | 1 | 94.00 | 50 | 47.00 |
| 4000114 | Service | GR-SHIPING & HANDLING (GUN REPAIR) | 1 | Billable | 1 | 17.00 | 0 | 17.00 |
| 4000119 | Service | GR-TEST | 1 | Billable | 1 | 23.00 | 50 | 11.50 |

Sub Total: 75.50

Est Sales Tax: 2.94

Grand Total: 78.44

Fulcher, Dell Marie

From: postmaster@remington.com
To: richie.s@comcast.net
Sent: Wednesday, May 25, 2011 1:28 PM
Subject: Relayed: Message relayed (richie.s@comcast.net)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

richie.s@comcast.net

Subject:

[COPY]

2411
XR 12/97
7#
012

6062

March 29, 2011

Richard Schmidling Jr.
816 Whitney Blvd.
Belvidere, IL 61008
Email: richie.s@comcast.net

Ref: # 6062, M/700, Serial# E6395771

Dear Mr. Schmidling,

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

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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
MAY 20 2011

BY:.....

could not duplicate concern
T.A. very rusty & dirty. Rep lace
JPA, clean & test fire at 1/2
Normal cost.

Quote

Remington
Serial Number

E6395771

Model: **700**



RE00231306

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

10/7/08

PS 21507

To Whom it may concern

5/8/2011

The problem in question has ceased to exist? I noticed it was happening more infrequent than before and it seemed to migrate from taking off the safety to opening the bolt. I was able to dryfire and open the bolt and close the bolt again and the hammer would release upon closing the bolt.

I sincerely believe something is wrong with this gun. I do not trust it and would not load a live round into it at this time. I'm not sure I'll trust it even when it is fixed?
Feel free to contact me with any questions

Home 815-544-9873
Work 815-899-6670
Cell 847-308-8012

Regards

A handwritten signature in black ink, appearing to read 'RAS' followed by a stylized flourish.

Richard Schmidling

From : Remington Information <info@remington.com>

Sun, Mar 06, 2011 03:41 AM

Subject : Model 700 [Incident: 110306-000020]

To : richie s <richie.s@comcast.net>

Reply To : Remington Information <info@remington.com>

Thank you for contacting the Remington Arms Co. Online Help Center, we appreciate your inquiry and look forward to the opportunity to be of service to you.

To access your question from our support site, click here.

Question Reference #110306-000020

Summary: Model 700
Date Created: 03/06/2011 10:41 AM
Last Updated: 03/06/2011 10:41 AM
Status: Unresolved

Discussion Thread

Customer (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&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.

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER

<http://sz0126.ev.mail.comcast.net/zimbra/h/message?si=9&so=0&sc=143599&sfi=2&st=m...> 5/8/2011

From : Remington Information <info@remington.com>

Wed, Mar 23, 2011 12:28 AM

Subject : Model 700 [Incident: 110306-000020]

To : richie s <richie.s@comcast.net>

Reply To : Remington Information <info@remington.com>

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

Subject

Model 700

Discussion Thread

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&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.

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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 out on Safe, close bolt out safety to fire... CLICK!

<http://sz0126.ev.mail.comcast.net/zimbra/h/message?si=8&so=0&sc=143599&sfi=2&st=m...> 5/8/2011

Print

Reset

| | | | |
|---|--|----------------------------|------------|
| Model Number: 700 | | Serial Number: E6395771 | |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: RICHARD SCHMIDLING | | Date of Purchase: | |
| Address (no PO Boxes): 816 WHITNEY BLVD | | | |
| City: BELVIDERE | | State: IL | Zip: 61008 |
| Phone (Daytime): 815 899-6670 | | Fax: 815 899-1918 | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) richie.s@comcast.net | | | |
| E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: SEE ATTACHED SHEET | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: | | Type: | |
| Other (i.e. bullet weight/type, shot size, powder): | | | |
| 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: <u>HOPPE'S #9</u> |
| How often do you clean the bore? (Months or Number of rounds) <u>AFTER EACH USE - IN - OUT OF SEASON</u> |
| How often do you clean the action? (Months or Number of rounds) <u>SAME</u> |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>NEVER BEEN IN THERE</u> |
| Brand of lubricant used: <u>REM OIL</u> |
| How often do you lubricate the bore? (Months or Number of rounds) <u>SAME</u> |
| How often do you lubricate the action? (Months or Number of rounds) <u>SAME</u> |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>————</u> |
| 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 |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>11/10/98 REPAIR # 98-22714</u> |
| What were the services performed? <u>HONE BORE - N - CHECK TRIGGER REPAIR</u> |
| Ship your INSURED firearm by either UPS or Parcel Post to: |
| Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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,</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.

Bill of Sale

**ALL FIREARMS SALES
ARE FINAL**

FOX VALLEY RIFLE RANGE, INC.

ILL. FOSD
70240636

P.O. Box #155 - Bolz Road
Dundee, Illinois 60118
(847) 426-5921

Days:

(888) 9004 SAW

| Customer's Order No. A 5304N | | Phone No. 428-0912 | | Date Oct 7, 1998 | |
|---|---|-----------------------|----------|---------------------|----------------------|
| Sold to Richard A. Schmidling, Sr. | | | | | |
| Address 339 Illinois St. | | | | | |
| City East Dundee, IL 60118 | | | | | |
| Sold By JCN | Cash | C.O.D. | Charge | On Acct. | Mdse. Retd. Paid Out |
| | | | | | A232499 |
| Qty. | Description | Price | Amount | | |
| 1 | Remington "Custom Shop" gun, Remington #5836, In 375 H&H magnum, Model 700 Safari grade, w/monte Carlo stock, serial no. E6395771 | | 1,033.00 | | |
| | | Tax | 67.15 | | |
| | | Total | 1,100.15 | | |
| | | RTIP | 2.00 | | |
| | | | 1,102.15 | | |
| | | Paid down | 650.00 | | |
| | | Bal due | 452.15 | | |
| All claims and returned goods MUST be accompanied by this bill. | | | | | Tax |
| Recd By | | | | | Total |

039466

Thank You!

Form 608
Fox Valley Rifle Range, Inc. 1998
Ill. FOSD # 70240636

RETURN TICKET

ALL FIREARMS SOLD
ARE FINAL

ALL RETURNS MUST BE
TO BOX #154 BOX 1001
Dundee, Illinois 60118
(815) 426-0800

| | | | | | |
|---|--|---------|--------|--------|----------|
| Sold to | | Address | | City | |
| Sold By: | | Cash | C.O.D. | Charge | On Acct. |
| 10/1/98 | | | | | |
| Qty. | Description | Price | Amount | | |
| | 1 Rem-Comrade 700 30 Cal in 375 N&H S/N E6395771 (Just bought 10/21/98) * Just found stick in chamber after firing. * Second also stuck still in chamber. * Second round fired. | | | | |
| All claims and returned goods MUST be accompanied by this bill. | | | | Tax | |
| Rec'd. By | | | | Total | |

039496

Thank You!

Item# G3R
© Executive Greetings Inc. 1980
Printed in U.S.A.

REMINGTON ARMS COMPANY, Inc.
SPORTING FIREARMS, AMMUNITION, TARGETS AND TRAPS
870 REMINGTON DRIVE MADISON, NC 27025-0700

PAGE 1

11/10/98

DATE: GROUND SAVER

PARTS / REPAIR 800-243-9700

FAX

910-557-8011 (315) 895-3659
CUSTOMER NUMBER: 1263

SOLD TO

REPAIR ORDER NO.: 98-22714

SHIPPED TO
GRD SVR

REPAIR ORDER NO.
98-22714

FOX VALLEY RIFLE RANGE
PO BOX 155
BOLZ RD
DUNDEE

IL 60118

FOX VALLEY RIFLE RANGE
PO BOX 155
BOLZ RD
DUNDEE

IL

60118

700 375H&H MAG SERIAL NUMBER: E6395771
W/STUDS SCOPE BASE L/SIGHTS
W/2 SPENT CASES
CUSTOMER REQUEST:
ROUNDS STICKS IN CHAMBER

MAIN FAULT FOUND:
ROUGH CHAMBER

03
06
POLISH CHAMBER
CHECK TRIGGER

LL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS

TOTAL REPAIR CHARGE
TAXES

INSURANCE
PARCEL POST

TOTAL
CHARGES

NO CHARGE

REMINGTON: MUST-SEE TV

Not that one-sided media attacks on gun companies are anything new, but an explicit *CNBC* program targeting Remington recently took it to a new level. The now-infamous "exposé" accused Big Green of knowingly selling trigger and safety mechanisms with a dangerous inherent design flaw, including graphic reports of accidents in footage wherein centerfire model 700s supposedly discharged without a trigger pull. If you saw the program, you'll agree that it was

Dusan Sinelina

compelling drama. But more compelling by far is Remington's response to the one-sided reporting, including such aspects as *CNBC* failing to mention if a trigger had been tampered with or that the "expert" witness is a repeat paid plaintiff's testifier who has never proven his own supposed "debris theory." Remington's response shows the *CNBC* allegations to be, well, shot full of holes. Don't miss their response (and the testimonial of their *unpaid* expert) at —remington700.tv

FEBRUARY-MARCH 201

6062

| |
|----------------------------|
| Reference # |
| 110306-000020 |
| Status |
| Updated |
| Assigned To |
| Administrators |
| Dell - |
| 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

↓
1206079-----
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&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 |
| 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# 1Z4XX5969065721325
REF 1: RICHARD SCHMIDLING, JR/CD/DMF
REF 2: 6062/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 9.45 PUB+HANDLING 9.45









