

Remington Arms Co., Inc.
Product Service
Legal Case #:5907

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
231179	5/10/2011	2/21/2011	5/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gary	Schulz	30630 152nd Ave SE	Kent	WA	98042		H 253-631-3395

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when he released safety Concern:1007 Fired on Safe Release			
C				

2/21/11 Gary's son called in and stated that his dad was hunting in Nov and had fell out in the woods. He went back to his vehicle and was going to unload so he took it off safe (has BLS)and it fired. It had never happened before this incident.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	n/a	A6418812	LO	2/19/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
9/6/1978	S S KRESGE SPARKS NV		Y			

CONCERN: FSR

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 TPA, clean, test fire at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
30.40	5/20/2011

2/21/11 Mailing ARS.cm 5/20/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Replace TPA, clean, test fire at BLSM program price of \$20 + S&H.cm

20 Emailed quote/inspect.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		LO
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5907

2211
602/78
6#
.006

February 21, 2011

Gary Schulz
30630 152nd Ave SE
Kent, WA 98042

Subject: #5907, Model 700

Dear Mr. Schulz,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

20.40
27. —
20. —
67.40
-37. —

could not duplicate correction.
T.A. Dirty. Alpha TPA, clean &
Test line under BLP for \$20.00
+ ship

Quantity
181 JAC

A6418812

Model: 700



RE00231179

Qua
RECEIVED
MAY 20 2011

BY:.....

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

Print

Reset

Model Number: 700 ABL (30-06)		Serial Number: A6418812	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Gary Schulz		Date of Purchase: 9-6-78	
Address (no PO Boxes): 30630 152nd ave se			
City: Kent		State: WA	Zip: 98042
Phone (Daytime): 253-631-3395		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JJMC10918@aol.com			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<p>Please describe your problem and date of occurrence:</p> <p>I pushed the safety from the ON position to Fire position to open the bolt to remove the bullets an the gun discharge. Fortunalty i was aiming away from other hunters an no one was hurt. I have never experience this problem or any other problem with this rifle.</p> <p>239 characters left</p>			
Ammunition Information:			
Manufacturer: Remington		Type: Express core lkt	
Other (i.e. bullet weight/type, shot size, powder): 180gr psp			
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: Hoppes			
How often do you clean the bore? (Months or Number of rounds) 4th round/daily hunting			
How often do you clean the action? (Months or Number of rounds) 10th round/daily huntin			

How often do you clean the trigger assembly? (Months or Number of rounds) <u>after sightin/hunt</u>
Brand of lubricant used: <u>rem oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>10/after hunting</u>
How often do you lubricate the action? (Months or Number of rounds) <u>10</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>10</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>never</u>
What were the services performed?) <u></u>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> 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 style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: 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 style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p style="text-align: center;">:: 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 style="text-align: center;">Charge repairs will be processed using the following guidelines:</p> <p style="text-align: center;">:: 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 style="text-align: center;">:: 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.</p>



SPORTING GOODS DEPARTMENT

LAYAWAY PURCHASE AND PAYMENT RECORD #250654

Merchandise placed in layaway will be held for _____ days and full payment must be made on or before _____ 19____.

Layaway payments are limited to three payments in addition to the initial deposit. This merchandise will be returned to stock only if it is not fully paid within the above number of days.

All layaway merchandise purchases are held for customer in department and the customer may elect termination of the layaway and the refund of a deposit and layaway payments at any time.

This layaway agreement is not subject to any finance or service charges.

If any layaway item is not in the same condition at the time of final payment as when it was first laid away, it will be replaced with an identical item or alternate item to customer satisfaction; or a full refund will be given upon customer request.

CUSTOMER'S SIGNATURE Gary D. Schuch

WHITE - STORE COPY
(ATTACH REGISTER RECEIPTS)
YELLOW - CUSTOMER RECORD
PINK - MERCHANDISE TAG
FORM #7101S REVISED 6-76

MERCHANDISE DESCRIPTION			CUSTOMER'S NAME		
QTY.	COLOR	SIZE	306 36 152nd Ave		
1	Brown		ADDRESS		
ITEM			PHONE #		
Rifle			78031		
MANUFACTURER			CITY		
Remington			STATE		
STYLE			ZIP		
MODEL			INITIALS		
700			PAYMENT RECEIVED		
SOLD BY:			BALANCE DUE		
Kurt Jankovic			35.20		
DATE OF SALE			148.40		
9-6-78					
SALE PRICE					
174.20					
SALES TAX					
9.90					
TOTAL SALE PRICE			THANK YOU FOR SHOPPING WITH US		
183.40					
DEPOSIT			RECEIVED BY		
35.20			DELIVERED BY		
BALANCE DUE			DATE		
148.40					

PAYMENTS ON THIS MERCHANDISE MUST BE MADE IN STORE WHERE PURCHASED

Nov.

Case #	5907	Date of Call	7/21/11	Date of Incident		PreLit		Lit		Obs	
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Reporter		Incident	Gary Schulz 30630 152nd Ave. SE. Kent, WA 98042 253-631-3395
name		Name/Age	
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700		30-06	805	✓		Has bolt lock		

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	Dads rifle, FSR, he fell down. before this happened. Never happened before.
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Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/21/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
I WILL MAIL			
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Gary Schulz 30630 152nd Ave SE Kent, WA 98042
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 FEB 21, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065184148
REF 1: GARY SCHULTZ/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DV 0.00	COD 0.00	SD	0.00
DC 0.00	DGD 0.00	SP	0.00
AH 0.00	PR 0.00	PUB+HANDLING 12.46	
TOT PUB CHG 12.46			







