

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9749

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
334250	1/16/2014	12/30/2013	1/17/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Schulz	2704 Sycamore Woods Court	Louisville	KY	40241		H 502-314-3565

Incident Information

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

12/20/13: Per email from Bill Schulz, "Last month while I was hunting deer, it misfired for the 1st time ever. When I took the safety off in order to open bolt, it fired." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/270 WIN	N/A	6598006 RW	11/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner		
	GALLS POLICE LEXINGTON KY	TWO PIECE BASE	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, quote to repair BLM

Repair/Replacement Cost	Repair/Replacement Date
\$29	

12/30/13: Sending ARS, letter, and SR paperwork. jbi 1/18/14: Per Ilion, "could not duplicate concern.trigger assembly very dirty.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + shipping." Customer called into Consumer Service and approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RW
	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	VERY DIRTY UNDER STK
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

Non-Remington Components	Description	TWO PIECE BASE
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**Quotation**

*Remington Service*  
 PO Box 700  
 Madison, NC 27025-0700

**Estimating Report**

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

www.remington.com

Page: 1

*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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

**Customer:**

BILL SCHULZ  
 2704 SYCAMORE WOODS CT  
 LOUISVILLE, KY 40241 US

**Item Return To:**

BILL SCHULZ  
 2704 SYCAMORE WOODS CT  
 LOUISVILLE, KY 40241 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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	01/16/2014
RE00334250	6598006	<b>Estimate Date:</b>	01/17/2014
	Model: 700 270 Caliber BOLT Action RIFLE MfgBy:	<b>Date Printed:</b>	1/22/2014
	Remington-USA		

**Problems**

**Reported**

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Found**

U007 - REPLACE TRIGGER ASSEMBLY  
 U008 - BOLT LOCK SAFETY MODIFICATION

**Technician Comments**

could not duplicate concern.trigger assembly very dirty.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + shipping

**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	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

**Sub Total:** 37.00

**Est Sales Tax:** .00

**Grand Total:** \$37.00

# Remington®

2211  
rw 1/77  
5#  
1007

December 30, 2013

9749

Bill Schulz  
2704 Sycamore Woods Ct  
Louisville, KY 40241  
Phone: 502-314-3565

Ref # 9749, Model 700, Serial #6598006

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 and service request to put inside the shipping container. The letter and service request inside are 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.

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

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Arms Co, LLC / H&R  
Phone: 336-548-8684  
Fax: 336-548-7872

RECEIVED  
JAN 18 2014  
BY:.....

Serial Number:

6598006

Model: 700



RE00334250

could not sup. concern.  
T.R. very dirty. No T.A.  
check over + rest and  
prep for 20 +

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

<b>Service Request Number</b> SR00072352	<b>Serial Number / Description</b> 6598006 Model 700	<b>Date of Request:</b> 12/30/2013 <b>Date Printed:</b> 12/30/2013
<b>Customer:</b> BILL SCHULZ 2704 SYCAMORE WOODS CT LOUISVILLE, KY 40241 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: WGS1951@AOL.COM		CELL # 1-502-314-3565

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

**Reason For Return**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**  
Product Service #9749. jbi

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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*I BOUGHT GUN NEW IN 1970 OR 1971. NEAR LEXINGTON, KY.  
I DO NOT HAVE THE PURCHASE RECEIPT.  
OWNED SINCE NEW.*

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00

<b>Reference #</b> 131219-000085
<b>Status</b> Updated
<b>Assigned To</b> Administrators J.B. -
<b>Product</b> Firearms Parts & Repair
<b>SLA</b> Not specified
<b>Queue</b> CSR
<b>Date Created</b> 12/19/2013 10:12 PM
<b>Date Initial Solution Response</b> 12/20/2013 09:16 AM
<b>Last Updated</b> 12/20/2013 07:20 PM
<b>Customer SmartSense</b> +1 (on -3 to +3 scale)
<b>Staff SmartSense</b> +1 (on -3 to +3 scale)

**Model 700 BDL .270**

**Discussion Thread**

**Customer (n Wgs1951)** 12/20/2013 07:20 PM  
 here is the information that you have asked for,  
 Serial # is 6598006  
 I believe I purchased this rifle new in 1970 or 1971?  
 I am the only owner.  
 Here is my name / address information. I own my own home.  
 William Schulz 2704 Sycamore Woods Court Louisville, KY 40241 phone= 1-502-314-3565

**Response (J.B. -)** 12/20/2013 09:16 AM  
 We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, and your mailing address. 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,  
 J.B.

**Customer (n Wgs1951)** 12/19/2013 10:12 PM  
 I have a Remington Model 700 BDL .270 that I purchased new in 1970. It has never been modified. Last month while I was hunting deer, it misfired for the 1st time ever. When I took the safety off in order to open bolt, it fired. What are my choices at this stage to fix the gun so that I can trust it again.  
 Bill Schulz  
 2704 Sycamore Woods court  
 Louisville  
 1-502-314-3565  
[wgs1951@aol.com](mailto:wgs1951@aol.com)<mailto:wgs1951@aol.com>

**Primary Contact**

**First Name:** n  
**Last Name:** Wgs1951  
**Organization:**  
**Login:** wgs1951@aol.com  
**Title:**  
**Contact Type:**  
**Email:** wgs1951@aol.com  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

**File Attachments**

Name	Size	Content Type
• Bill.2012.11 099.jpg	2.12m	image/pjpeg

## ARS LABEL REQUEST FORM

DATE: 12/06/2013	Service Request #	SR00072352
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: irvaggb	email address:	Levil@mail

<b>Business:</b>	Remington Service PO Box 709 Madison, NC 27615-0709 www.Remington.com
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	BILL SCHULZ 2704 SYCAMORE WOODS CT LOUISVILLE, KY 40241 US SR00072352  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XK995      DEC 06, 2013      ALL CURR USD      1 OF 1  
 SVC SHDCOM      NET WT 10.0 LBS  
 TRACKING: 124X15969066167688  
 REP 1:SR00072352  
 REP 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/F USD
DV 0.00	COO 0.00	RS 0.50
OC 0.00	DDO 0.00	SD 0.00
RF 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.01	PUB+HANDLING	11.01

<b>ATTN: Product Service</b>
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