

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 97-15959

INITIAL
JJM

CUSTOMER ORDER NO.

CALL TAG ATTN DENNIS SANITA

DATE RECEIVED 09/16/97	DATE OPENED 09/17/97	DATE CODE	SERIAL NUMBER D6845618	NEW SERIAL NUMBER	MODEL AND GRADE 700 22-250 BDL
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ACCESSORIES
W/STUDS

BP 1-95 3RD TIME IN

FROM:

SHIP TO:

SHAMBACH, HARRY E
RR 1
1 ZION CHURCH RD
MIDDLEBURG

PA 17842

SHAMBACH, HARRY E
RR 1
1 ZION CHURCH RD
MIDDLEBURG

PA

17842

CUST NO: 172848 C.O.D

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

20165C1

WRITE ☐

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- ☐ NEW
- ☐ LIGHTLY WORN
- ☐ WORN
- ☐ VERY WORN
- ☐ UNREPAIRABLE
- ☐ MARRED

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT
CYCLE	A1	B1				
TRIGGER GROUP		B2			E1	F1
BOLT ASSY.		B3			E2	F2
BARREL ASSY.		B4		D1	E3	F3
REC. ASSY.		B5		D2	E4	F4
WOOD			C1	D3	E5	F5
METAL			C2			

MAIN FAULT

in statement of claim

PARTS

COMMENTS

*Supply replacement M/REC BUL DMI 25/06
(6/21)*

Replaced

A/S

9/18/97

REPAIRMAN	PROOF	CLEAN	TEST	TARGET	PATTERN
GALLERY TESTER	DATE	DATE	DATE	DATE	DATE

RD6925 REV. 6/96

PS 34832



United Parcel Service

CALL TAG

ALTERNATE CALL TAG NO.

DATE ISSUED

9/12/97

No 5277136

PICKUP FROM

PERSON

HARRY E. SHAMBACH

COMPANY

ZION

RR #1 Church Road

CITY

Middleburg

STATE

PA

ZIP CODE

17842

PREPARE A SEPARATE CALL TAG FOR EACH PACKAGE TO BE PICKED UP. ENTER PACKAGE CONTENTS AND WEIGHT OF THE PACKAGE BELOW.

PACKAGE CONTENTS

M/700 RIFLE

WEIGHT

8 lbs.

REGISTER SHIPPER-AFFIX REGISTER TAPE BELOW

STAMP YOUR UPS SHIPPER NUMBER ABOVE

SHIP TO

ATTENTION

DENNIS SANITA

COMPANY

REMINGTON ARMS CO.

STREET

14 HOFFER AVE

CITY

ILION

STATE

NY

ZIP CODE

13357

01112314 Rev. 10-86 15MM 6/93

Replure

COMMENTS: ①

HOLD?:

ASSEMBLER CODE:

RECEIVED: 01 13 97 GALLERY TO: 02 07 97 FROM: 02 07 97 ENTERED BY: JJM

OPENED: 01 21 97 PROD SERV TO: 00 00 00 FROM: 00 00 00 REPAIRMAN: REF

ESTIMATED: 02 11 97 TAG GUNS: 00 00 TYPIST:

GO AHEAD: 00 00 00 REJECTED: 00 00 CORRESPONDENT:

SHIPPED: 02 11 97 CLOSED: 00 00 00 CREDIT MEMO:

CASH RCVD: \$ 0.00 INV NUMBER: INV CODE:

BILL TYPE: CREDIT CARD NO: EXP DATE:

PF1=VIEW DET PF2=REPRINT R&E PF3=PRINT R&E PF5=CUST MNT PF9=SHIPH

REPAIR NUMBER: 9701730 NO CHARGE

EST/LETTER LSTD

09/04/97

CUSTOMER NAME: RICES GUN SHOP

09 10 29

REQUEST: SAFETY DOESN'T WORK

MAIN FAULT: TRIGGER ASSEMBLY IS RUSTED FROM AN UNKNOWN SOURCE

NO OTHER FAULT FOUND-INSPECTED GUN-BENCH TESTED-GALLERY TEST

PARTS: \$ 0.00 1 26345 TRIGGER ASSEM RH

\$ 0.00 19900004 CLEAN

\$ 0.00 19900005 TEST

REPAIRMAN'S INITS: REF NUM OF WKS: 03 CORRESPONDENT'S INITS:

TOTAL VALUE: \$ 0.00 PF1 = INQ PF2 = ESTIMATE

NO MORE DATA AVAILABLE FOR THIS REPAIR

9/3/97 Called customer Mr Shambach
 Agreed to a replacement
 Call tag issued

REPAIR GUN UPDATE FUNCTION: I (N)EXT (P)REV (U)PDATE (I)NO (E)XACT 09/04/97
ENTER REPAIR NUMBER -----> 9712433 MAP=RPMP10 08 42 07

SERIAL NO: D6845618 NEW SERIAL NO: MODEL: 700
FROM: (CUST NUM: 056486) RICESGUNSH RAMAC NO: GA/CAL: 22-250
RICES GUN SHOP TYPE: BDL
RD 2 BOX 18A ACCESSORIES: W/STUDS
SCOPE BASE

MIDDLEBURG PA 17842
SHIPPED TO:

DATE CODES: BP 1-95 2ND TIME IN
OTHER ACCESSORIES:

COMMENTS: NO CORR

HOLD?:
ASSEMBLER CODE: A5
RECEIVED: 07 01 97 GALLERY TO: 07 23 97 FROM: 07 24 97 ENTERED BY: JJM
OPENED: 07 08 97 PROD SERV TO: 07 14 97 FROM: 07 16 97 REPAIRMAN: RBS
ESTIMATED: 08 01 97 TAG GUNS: 00 00 TYPIST:
GO AHEAD: 00 00 00 REJECTED: 00 00 CORRESPONDENT:
SHIPPED: 08 01 97 CLOSED: 00 00 00 CREDIT MEMO:
CASH RCVD: \$ 0.00 INV NUMBER: INV CODE:
BILL TYPE: CREDIT CARD NO: EXP DATE:
PF1=VIEW DET PF2=REPRINT R&E PF3=PRINT R&E PF5=CUST MNT PF9=SHIPH

REPAIR NUMBER: 9712433 NO CHARGE EST/LETTE LSTD 09/04/97
CUSTOMER NAME: RICES GUN SHOP 09 10 07

=====

PARTS:	\$	0.00	1	26345 TRIGGER ASSEM RH
LABOR:	\$	0.00	TEST	

REPAIRMAN'S INITS: RBS NUM OF WKS: 04 CORRESPONDENT'S INITS:
TOTAL VALUE: \$ 0.00 PF1 = INQ PF2 = ESTIMATE

NO MORE DATA AVAILABLE FOR THIS REPAIR

REPAIR GUN UPDATE FUNCTION: I (N)EXT (P)REV (U)PDATE (I)NO (E)XACT 09/04/97
ENTER REPAIR NUMBER -----> 9701730 MAP=RPMP10 09 10 24

SERIAL NO: D6845618 NEW SERIAL NO: MODEL: 700
FROM: (CUST NUM: 056486) RICESGUNSH RAMAC NO: GA/CAL: 22-250
RICES GUN SHOP TYPE: BDL
RD 2 BOX 18A ACCESSORIES: W/STUDS
SCOPE BASE

MIDDLEBURG PA 17842
SHIPPED TO:

DATE CODES: BP 1-95

REMINGTON ARMS COMPANY, INC.
870 Remington Drive
P.O. Box 700
Madison, NC 27025-0700
Fax (910) 548-8735

TO: Dennis Sorita
COMPANY: Remington Arms Company
TELEPHONE NO.: _____
FAX NO.: 315 - 895 - 3237
DATE: _____
FROM: Mike Prosceno
DEPARTMENT: P.R.
TELEPHONE NO.: 910-548-8577
FAX NO.: 910-548-7750

Number of Pages (including cover page) 6

MESSAGE

Dennis, Please look at this and get
back to me ASAP, I have shown
it to Jay Bunking and John Balio.
I need to respond quickly so this
doesn't get out of hand.

MP



August 26, 1997

Remington Arms Company, Inc.
Attn: Customer Service Representative
870 Remington Drive
Madison, NC 27025-0700

Dear Customer Service Representative:

The enclosed letter was sent to ACTION 16. ACTION 16 is a community service of WNEP-TV NEWS/"NEWSWATCH 16." Our office investigates consumer complaints from our viewers and airs these problems and their resolutions on our TV newscasts.

It has been our experience that consumer problems often result from an honest misunderstanding between two or more individuals. Because we serve as an impartial problem solving service, we need all the facts on both sides.

The enclosed letter reflects only one perspective, and we're bringing it to your attention so you can provide additional information. We believe this matter merits your immediate attention and would appreciate any resolution or response you might have.

Please write to ACTION 16 at the address above to help us clarify this situation.

Thank you for your cooperation.

Sincerely,

Tom Burnett
ACTION 16
Reporter

TB:LB/mjz

Lois Bogumil
ACTION 16
Researcher



717-346-7474

a New York Times Company

PAGE 1

02/11/97

DATE:
GROUND SAYER**Remington.****REMINGTON ARMS COMPANY, Inc.**SPORTING FIREARMS, AMMUNITION, TARGETS AND TRAPS
ILLION, NEW YORK 13357PARTS (315) 395-7493
REPAIR (315) 395-7791
FAX (315) 395-7791** (315) 895-3659
CUSTOMER NUMBER: 56486

SOLD TO

REPAIR ORDER NO.: 97-01730

RICES GUN SHOP
RD 2 BOX 18A
MIDDLEBURG

PA 17842

SHIPPED TO:

GRD SVR

REPAIR ORDER NO.:

97-01730

RICES GUN SHOP
RD 2 BOX 18A
MIDDLEBURG

PA

17842

CUSTOMER'S ORDER #: 0508

700 22-250 BDL
W/STUDS SCOPE BASE

SERIAL NUMBER: D6845618 BP 1-95

CUSTOMER REQUEST:
SAFETY DOESN'T WORK

MAIN FAULT FOUND:

TRIGGER ASSEMBLY IS RUSTED FROM AN UNKNOWN SOURCE
NO OTHER FAULT FOUND-INSPECTED GUN-BENCH TESTED-GALLERY TEST1 0026345 TRIGGER ASSEM RH
9900004 CLEAN
9900005 TEST

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS

TOTAL REPAIR CHARGE
TAXESINSURANCE
PARCEL POSTTOTAL
CHARGES

NO CHARGE

CUSTOMER COPY

** TOTAL PAGE.006 **

SEP 4 '97 08:31

FROM REMINGTON ARM-STREN

TO 913158953237

PAGE 025

PAGE 1

Remington.**REMINGTON ARMS COMPANY, INC.**

SPORTING FIREARMS, AMMUNITION, TARGETS AND TRAPS

870 REMINGTON DRIVE

MADISON, NC 27025-0700

08/01/97

DATE
GROUND SAVER

PARTS / REPAIR 800-243-9700

FAX 810-243-9700** (315) 895-3659
CUSTOMER NUMBER: 56486

SOLD TO

REPAIR ORDER NO.: 97-12433

SHIPPED TO
GRD SVRREPAIR ORDER NO.:
97-12433RICES GUN SHOP
RD 2 BOX 18A
MIDDLEBURG

PA 17842

RICES GUN SHOP
RD 2 BOX 18A
MIDDLEBURG

PA

17842

700 22-250
W/STUDS

BDL

SCOPE BASE

SERIAL NUMBER: D6845618

BP 1-95

NO CORR

1 0026345 TRIGGER ASSEM RH
TEST

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS

TOTAL REPAIR CHARGE
TAXESINSURANCE
PARCEL POSTTOTAL
CHARGES

NO CHARGE

CUSTOMER COPY

PS 34840

Harry B. Shambach

RR#1 Box 89

Middleburg, PA 17842

(717)837-3921

August 19, 1997

Action 15 TV

Neosio, PA

Dear Action 15,

This letter is concerning a problem with a firearm purchased from the Remington Arms Company (1-800-243-9700). Copies of the repair orders are enclosed.

On August 13, 1995, I bought a model 700 Remington 22-250 rifle (serial #06845618) from Rice's Gun Shop. While hunting groundhogs, the gun misfired when I pushed the safety off to shoot. In December 1996, the gun misfired again when I pushed the safe off. I returned the gun to the Remington Arms Company to have the problem fixed. On February 11, 1997, the gun was returned to me. On May 23, 1997, I shot a groundhog and ejected the spent cartridge. When I closed the bolt, the gun fired. It was again returned to Remington Arms Company. The company returned the rifle to me on August 1, 1997.

In August 7, 1997, I saw that both times the gun was returned, the trigger assembly was replaced. When I called the Remington Arms Company, I talked to a male customer service representative who took my complaint. He said Remington Company was aware of the problem, and they were addressing the problem.

that only occurred on the 22-250 caliber rifle.

On August 8, 1997, after shooting at a groundhog, I ejected the spent cartridge to make a second shot. This time, the gun did not cock; therefore, it was a malfunction of the same mechanism. I have had several telephone conversations with the company about this gun. When I said that I would never trust its safety, the representative said "I don't blame you." My final request was to have my money refunded. However, I was told that I did not have that option. I needed to return the gun to Remington Arms Company for repairs. I simply do not want a rifle that the company knows has a flaw. I only want my money back. Recently I talked an official of the Pennsylvania Game Commission, and he suggested I "run it by a lawyer."

Harry E. Shankbach
Sincerely,