

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4893

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/29/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Reynolds	1495 Agnes Ave	Palm Bay	FL	32909		H 321-724-1322 E airboater252@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot a hole in truck	Cause:4079 Other - Unexamined			
S	Concern:1008 Fired on Bolt Closing		Unknown	
C FBC				

10/29/10: Customer sent in an email. He stated that his M/700 fired by itself when he closed the bolt. Shot a hole in truck. Can't trust it. Wants to know about repairing gun or what to do. He loves his rifle, wants it back, trust worthy. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl. DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6563310	
Date Purchased	Where Purchased	Accessories	Original Owner		
	NATIONWIDE SPTS SOUTHAMPTON PA		U		

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
Repair/Replacement Cost		Repair/Replacement Date				

10/29/10: Cathy D. will email ARS. I will email letter & form. Left voice mail for cust. about emailing info to him. df

11/1/10: Box order #1154153. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

4893

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**From:** Evans, Danny  
**Sent:** Thursday, October 28, 2010 2:55 PM  
**To:** Mitchell, Christy; Fulcher, Dell Marie  
**Subject:** FW: A form was submitted on REMINGTON - PROD.

Will one of you take this one....need to open a case and follow as per the SOP

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**From:** Roth, Fred  
**Sent:** Thursday, October 28, 2010 2:49 PM  
**To:** Evans, Danny  
**Subject:** FW: A form was submitted on REMINGTON - PROD.

Can you help

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**From:** Bill Powers [mailto:Bill-Powers@am.com]  
**Sent:** Thursday, October 28, 2010 2:49 PM  
**To:** Walter F. McLallen IV; Roth, Fred  
**Subject:** FW: A form was submitted on REMINGTON - PROD.

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**From:** forms@brandednews.com [mailto:forms@brandednews.com]  
**Sent:** Thursday, October 28, 2010 2:44 PM  
**To:** Bill Powers  
**Subject:** A form was submitted on REMINGTON - PROD.

Hello,

A form was submitted on the site. Please see submitted information below:

**Form Title:** Contact Us

**First Name:** bill

**Last Name:** reynolds

**Email:** [airboater252@yahoo.com](mailto:airboater252@yahoo.com)

**Address 1:** 1495 agnes ave

**Address 2:**

**Telephone:** 321 724-1322

**City:** palm bay

**State:** fl

**Zip Code:** 32909

**Country:** usa

**Comments:**

my 700 fired by it self when I closed the bolt. No injuries but a hole in a truck. Not I can't trust it. need a line on repair parts or info on what to do. thanks Bill R P.S. I love my rifle, I want it back, trust worthy

10/28/10: left msg for customer.

I will email ARS

I will email letter & form

# *Remington®*

October 29, 2010

Bill Reynolds  
1495 Agnes Ave.  
Palm Bay, FL 32909  
Ph: 321-724-1322

Ref: # 4893

Dear Mr. Reynolds,

**A pre-paid shipping label for UPS will arrive in a separate email. Please fill out the enclosed form with this letter and include a copy of this letter to put inside the shipping container. 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. Mark the ends of the boxes with the name "Supry". Mr. Supry 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

df  
enclosure

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

**[COPY]**

October 29, 2010

Bill Reynolds  
1495 Agnes Ave.  
Palm Bay, FL 32909  
Ph: 321-724-1322

Ref: # 4893

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

PS 13818

<b>Model Number:</b>		<b>Serial Number:</b>	
<b>Name:</b>		<b>Date of Purchase:</b>	
<b>Address (no PO Boxes):</b>			
<b>City:</b>		<b>State:</b>	<b>Zip:</b>
<b>Phone</b> (Daytime):		<b>Fax:</b>	
<b>E-mail Address:</b>			
<b>Please describe your problem:</b>			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>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.</b>			
:: Record the serial number of your firearm before sending it.			
:: 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.)			
:: Remove all accessories from your firearm to prevent loss or damage.			
:: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

• **Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** airboater252@yahoo.com  
**Sent:** Friday, October 29, 2010 9:46 AM  
**Subject:** Relayed: Bill Reynolds - Ref# 4893

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

[airboater252@yahoo.com](mailto:airboater252@yahoo.com)

Subject: Bill Reynolds - Ref# 4893

**Remington.**

www.remington.com

*Email*

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

## ARS LABEL REQUEST FORM

DATE:	10/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA			
COORDINATOR	XXXXXX	I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref# 4893 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Bill Reynolds 1495 Agnes Ave. Palm Bay, FL 32909 Ph: 321-724-1322 Email: airboater252@yahoo.com	Please email ARS label
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

~~PLEASE COMPLE~~

~~ID TO THE MEDIA COORDINATOR~~

✓ *ed*  
airboater252@yahoo.com

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1  
SVC GNOCOM ACT WT 10.0 LBS  
TRACKING# 124XXSSB9065150737  
REF 1: BILL REYNOLDS/CO/DMF  
REF 2: 4893/RIFLE  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG.  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 1.00  
AM 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 9.99 PUB+HANDLING 9.99