

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6033

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
230287	5/3/2011	3/23/2011	5/4/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Laird	Reed	1010 River Road West	Manakin	VA	23103		H 804-502-4252 E lairdreed@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

Customer sent in an email. He stated he got the rifle in the early 80's for becoming an Eagle Scout. He stated a few years ago he had an accidental discharge when closing the bolt. No injury. He stated a lawyer friend told him there had been a spate of these incidents. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	25823	B6680599	BF	1/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	GREEN TOP SPTG GOODS 23060	SCOPE BASE	U			

CONCERN:FBC

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						

Repair/Replacement Cost    Repair/Replacement Date

\$30.40                      5/11/2011

3/23/11: Emailed letter & form. Media Coord. will email ARS. df 3/29/11: Customer emailed & needs a box. Box order# 1206239. df 5/11/11: Per Ilion - TA dirty & set screws altered. Trigger not returning properly. Replace TA, clean & test fire - quote. df 5/26/11: Left msg for cust. to call. No response on quote yet. I also scanned it & emailed it to him. df 5/31/11: Customer emailed & stated that he recently mailed payment to us. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 22-250 REM
	Date Code		BF
	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	Worn; Functioning	LITE DAMAGE FROM LEAKING PRIMERS
	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; Not Functioning	MUZZLE THREADED
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

# 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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>
RE00230287	B6680599	05/03/2011
	Model 700 Center Fire Caliber: 22250 REM	<b>Estimate Date:</b> 05/04/2011
		<b>Date Printed:</b> 05/27/2011

### Customer:

LAIRD REED  
1010 RIVER RD WEST  
MANAKIN SABOT, VA 23103 US

### Return To:

LAIRD REED  
1010 RIVER RD WEST  
MANAKIN SABOT, VA 23103 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

trigger assm dirty and set screws altered. trigger not returning properly. 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	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

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** lairdreed@yahoo.com  
**Sent:** Friday, May 27, 2011 9:54 AM  
**Subject:** Relayed: Laird Reed - Repair # 230287

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

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

Subject: Laird Reed - Repair # 230287

Dear Sir,

Thank you for interesting  
the misfire from a  
few years back. Please  
call with questions.

Truly,

LAIRD REED  
(804) 502 4252  
lairdreed@yahoo.com

**From:** Remington Information (info@remington.com)  
**To:** lairdreed@yahoo.com;  
**Date:** Wed, March 23, 2011 8:35:11 AM  
**Cc:**  
**Subject:** A form was submitted on REMINGTON - PROD. [Incident: 110308-000078]

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**

A form was submitted on REMINGTON - PROD.

### **Discussion Thread**

#### **Response (Dell)**

03/23/2011 08:35 AM

You will receive my letter & a form in 1 email. In 2 - 3 business days, you will receive another email with the pre-paid shipping label for UPS. This shipping label is for a UPS terminal or hub.

Dell

#### **Customer (Laird Reed)**

03/15/2011 03:34 PM

The serial on the 700 BBL Varmint Special 22-250 is B6680599.

Thanks,

Laird

From: Remington Information

To: lairdreed@yahoo.com

Sent: Tue, March 15, 2011 2:56:38 PM

Subject: A form was submitted on REMINGTON - PROD. [Incident: 110308-000078]

#### **Response (Dell)**

03/15/2011 02:56 PM

Dear Mr. Reed,

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, 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 (Laird Reed)**

03/08/2011 02:55 PM

Hello,

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

Form Title: Contact Us

First Name: Laird

Last Name: Reed

Email: [lairdreed@yahoo.com](mailto:lairdreed@yahoo.com)

Address 1: 1010 River Road West

Address 2:

Telephone: 804 502 4252

City: Manakin

State: VA

Zip Code: 23103

Country: USa

## Comments:

I got a Remington 700 Heavy Barrell 22-250 for becoming an Eagle Scout in the early 80's and a few years ago I had an accidental discharge when closing the bolt to let a friend shoot a target downrange. I didn't know there had been a spate of these incidents until a lawyer friend told me about it a few days ago. No one was hurt and it's only happened that one time. Is there a recall on the trigger or some other part that allowed misfire this to happen. Nice accurate gun though. Thanks, Laird

## Question Reference #110308-000078

Product Level 1: Firearms

Date Created: 03/08/2011 02:55 PM

Last Updated: 03/23/2011 08:35 AM

Status: Waiting

RECEIVED  
MAY 06 2011

BY: .....

----- 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, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety>  
----- [---001:002505:38060---]

T.A. Dirty + set screws altered,  
TRIG not returning properly.  
Replace TPA, clean + TEST fire  
at 1/2 normal cost.

Quote

RECEIVED  
MAY 06 2011

BY: .....

6030

<b>Reference #</b>
110308-000078
<b>Status</b>
Updated
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Firearms
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
03/08/2011 02:55 PM
<b>Initial Response</b>
03/15/2011 02:56 PM
<b>Last Updated</b>
03/15/2011 03:34 PM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

**A form was submitted on REMINGTON - PROD.****Discussion Thread****Customer (Laird Reed)**

03/15/2011 03:34 PM

The serial on the 700 BBL Varmit Special 22-250 is B6680599.  
Thanks,  
Laird

From: Remington Information  
To: lairdreed@yahoo.com  
Sent: Tue, March 15, 2011 2:56:38 PM  
Subject: A form was submitted on REMINGTON - PROD. [Incident: 110308-000078]

**Response (Dell -)**

03/15/2011 02:56 PM

Dear Mr. Reed,  
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, 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 (Laird Reed)**

03/08/2011 02:55 PM

Hello,

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

Form Title: Contact Us

First Name: Laird

Last Name: Reed

Email: lairdreed@yahoo.com

Address 1: 1010 River Road West

Address 2:

Telephone: 804 502 4252

City: Manakin

State: VA

Zip Code: 23103

Country: USa

Comments:

I got a Remington 700 Heavy Barrell 22-250 for becoming an Eagle Scout in the early 80's and a few years ago I had an accidental discharge when closing the bolt to let a freind shoot a target downrange. I didn't know there had been a spate of these incidents until a lawyer friend told me about it a few days ago. No one was hurt and it's only happened that one time. Is there a recall on the trigger or some other part that allowed misfire this to happen. Nice accurate gun though. Thanks, Laird

**Primary Contact**

First Name: Laird

Last Name: Reed

Organization:

Login: HbzrVRpT5sZxy

Title:

Contact Type:

Email: lairdreed@yahoo.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**





Laird Reed  
1010 River Road West  
Manakin, VA 23103  
Ph: 804-502-4252  
Email: lairdreed@yahoo.com

Ref: # 6033, Model 700, Serial# B6680599

Dear Mr. Reed,

**You will receive a shipping label for UPS by email in 2-3 business days. 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

enclosure

Print

Reset

<b>Model</b>		<b>Serial</b>	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) _____
What were the services performed?) _____
Ship your INSURED firearm by either UPS or Parcel Post to:
<b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.  :: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper

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.

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** lairdreed@yahoo.com  
**Sent:** Wednesday, March 23, 2011 10:10 AM  
**Subject:** Relayed: Laird Reed - Remington Ref# 6033

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

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

Subject: Laird Reed - Remington Ref# 6033



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	3/23/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR XXXXXX TO MAIL			
DESCRIPTION: Ref# 6033 rifle			

### LABEL INFORMATION

MAIL LABEL TO: Laird Reed  
1010 River Road West  
Manakin, VA 23103  
Ph: 804-502-4252  
Email: lairdreed@yahoo.com

RETURN ITEM TO Remington Arms  
Attn: Product Service  
Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM

lairdreed@yahoo.com

4XX596 MAR 23, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065078889  
REF 1: LAIRD REED/CD/DMF  
REF 2: 6033/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DY 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.38	PUB+HANDLING	9.38















