

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
		3/23/2011					

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:4079 Other - Unexamined		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	25323	B6680599	
Date Purchased	Where Purchased	Accessories	Original Owner		
	GREEN TOP SPTG GOODS 23060		U		

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
	Repair/Replacement Cost	Repair/Replacement Date				

3/23/11: Emailed letter & form. Media Coord. will email ARS. df 3/29/11: Customer emailed & needs a box. Box order# 1206239. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

6033

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

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 Barrel 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

Primary Contact

First Name: Laird

Last Name: Reed

Organization:

Login: HbzVRpT5sZxy

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

[COPY]

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

Ref: # 6033, Model 700, Serial# B6680599

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

[Print](#)[Reset](#)

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" 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"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div>500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
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"/>	
Firearms Care (Cleaning and Lubrication):			

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: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoesler Avenue Ilion, NY 13357
<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. :: 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

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

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

4XX595 MAR 23, 2011 ALL CURR USD 1 OF 1
SVC 5ND COM ACT WT 10.0 LBS
TRACKING 124XX5969065078889
REF 1: LAIRD REED/CO/DMF
REF 2: 6033/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 1.00
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DD 0.00	SP 0.00
AM 0.00	FR 0.00	
TOT PUB CHG 0.38	PUB+HANDLING	3.38