

Remington Arms Co., Inc.
Product Service
Legal Case #:5811

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		2/2/2011					

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Clarence	Webb	80 Beulah Ch. Rd.	Carrollton	GA	30117		H 770-834-8457 E clarence_webb@southwire.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained Discharge			

Customer sent in an email. He stated that he has had his rifle a long time. He never sent it in for the bolt lock modification but meant to. He was hunting in Wyoming (no date given) and the gun discharged. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	n/a	A6508093		
Date Purchased	Where Purchased	Accessories	Original Owner			
	J T LLOYD LITTLE ROCK ARK		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				

2/2/11: Emailed letter & form. Media Coord will email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

3811

Reference #
110120-000417
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
01/20/2011 04:27 PM
Initial Response
01/27/2011 10:11 AM
Last Updated
02/02/2011 03:11 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Remington 700 1-18-2011

Discussion Thread

Customer (CLARENCE WEBB)

02/02/2011 03:11 PM

Serial No: A6508093

300 Winchester Magnum

Clarence E. Webb

80 Beulah Church Rd.

Carrollton, Georgia 30117

770-834-8457 (after 5 pm EST)

What is the price of this?

It's always greener on the other side with Southwire. Reduce, Reuse, Recycle!

Please click on this hyperlink to read our e-mail security disclaimer:

http://www.southwire.com/legal/email_disclaimer.html

Response (Dell -)

01/27/2011 10:11 AM

Dear Mr. Webb,

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, caliber, 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 (CLARENCE WEBB)

01/20/2011 04:27 PM

** High Priority **

I have had a Remington 700 300 magnum for several years (a couple of decades). It was my intention to contact you recently (even before the television show was produced). Several years ago you had a problem with these rifles firing accidentally. At that time, you offered to retrofit the rifles to make them safe. In short, I did not send mine back.

I was on a hunt in Wyoming after I first purchased it and while emptying the gun at the end of the day it went off into the campfire through no fault of my own.

My question is - do you still retrofit these to make them safe? I am always afraid to use it and have to empty it.

It's always greener on the other side with Southwire. Reduce, Reuse, Recycle!

Please click on this hyperlink to read our e-mail security disclaimer:

http://www.southwire.com/legal/email_disclaimer.html

Primary Contact

First Name: CLARENCE

Last Name: WEBB

Organization:

Login: CLARENCE_WEBB@SOUTHWIRE.COM

Title:

Contact Type:

Email: clarence_webb@southwire.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



emailed to cust.

Clarence Webb
80 Beulah Church Rd.
Carrollton, GA 30117
Ph: 770-834-8457
Email: Clarence_webb@southwire.com

Ref: #5811

Dear Mr. Webb,

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

Clarence Webb
80 Beulah Church Rd.
Carrollton, GA 30117
Ph: 770-834-8457
Email: Clarence_webb@southwire.com

Ref: # 5811

Dear Mr. Webb,

You will receive a shipping label for UPS by email in 2-3 business days. Please 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 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](#)

Model Number: <input type="text"/>		Serial 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"/>			
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 style="text-align: right;">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 Hoeffler Avenue Illion, 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: clarence_webb@southwire.com
Sent: Thursday, February 03, 2011 10:11 AM
Subject: Relayed: Clarence Webb - Remington Ref# 5811

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

clarence_webb@southwire.com

Subject: Clarence Webb - Remington Ref# 5811

Remington.

www.remington.com

Remington

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

ARS LABEL REQUEST FORM

DATE:	2/2/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5811 rifle			

LABEL INFORMATION

MAIL LABEL TO: Clarence Webb 80 Beulah Church Rd. Carrollton, GA 30117 Ph: 770-834-8457 Email: Clarence_webb@southwire.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 FEB 3, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067509338
REF 1: CLARENCE WEBB/CD/DMF
REF 2: 5811/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DCD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.86 PUB+HANDLING 9.86

clarence_webb@southwire.com