

Remington Arms Co., Inc.
 Product Service
 Legal Case #:5961

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		3/4/2011	11/2/2011				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Donald	Burkholder	262 E. King St. #3	Strasburg	VA	22657		H 540-671-3102 E donnieburkholder@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown
C	Trigger not working properly			

Customer sent in an email. He stated he bought gun new in 2004. He stated the trigger got stuck in the shoot position & while trying to load it the rifle fired. No damage, No injury. He wants rifle fixed. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	27514	G6322106		8/22/2003 6:20:32 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S - BONITZ BROTHERS		Y			

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
Gun not returned to Ilion						

Repair/Replacement Cost	Repair/Replacement Date

3/3/11: Emailed letter & form to customer. Media Coord. will email the ARS. df 3/9/11: Customer emailed & needs a box. Box order# 1199866. df 11/2/11: Gun not returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Reference # 110125-000025
Status Updated
Assigned To Administrators Dell -
Product Firearms
SLA Not specified
Queue CSR
Date Created 01/25/2011 10:26 AM
Initial Response 03/01/2011 04:24 PM
Last Updated 03/03/2011 02:56 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

rem 700 .223

Discussion Thread

Customer (Donald Burkholder) 03/03/2011 02:56 PM
 Hello, thank you for responding to my email. The serial number is G6322106. It is model 700 in .223 caliber. My address is 262 E. King St. #3, Strasburg, Va. 22657. My phone number is 540-671-3102. Thankyou.

From: info@remington.com
 To: donnieburkholder@hotmail.com
 Date: Tue, 1 Mar 2011 16:24:31 -0500
 Subject: rem 700 .223 [Incident: 110125-000025]

Response (Dell -) 03/01/2011 04:24 PM
 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 (Donald Burkholder) 01/25/2011 10:26 AM

Hi, I bought a new Remington Model 700 .223 in 2004. I have shot many times and shoots well. However, just recently while shooting, the trigger got stuck in the shot position. while trying to unload it, the rifle went off. Luckily it was pointed at the target and nobody got hurt. I took it to a friend to look at it. And after cleaning and putting the trigger back to together, he dry fired it a few times and was working again. Last week when I went to go target shooting, I found the trigger to be stuck in the shot position again. I went online to find out about this and found out about the rifle had a recall and lawsuit for the people who got hurt. I just want to have my rifle fixed. Please email me donnieburkholder@hotmail.com to help me get this fixed. I also have a model 700 in 30/06 and shoots great. I really like your products. Thankyou for your help.

Donald Burkholder
http://triggers.wp.bandoo.com/signature_001.gif<<http://www.bandoo.com/wp/ie.php?plg=ie&ad2=0-&subs=hotmail&elm=sign>>

Primary Contact

First Name: Donald
Last Name: Burkholder
Organization:
Login: donnieburkholder@hotmail.com
Title:
Contact Type:
Email: donnieburkholder@hotmail.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

Remington.[®]

Donald Burkholder
262 E. King St. #3
Strasburg, VA 22657
Ph: 540-671-3102
Email: donnieburkholder@hotmail.com

Ref: # 5961, Model 700, Serial# G6322106

Dear Mr. Burkholder,

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

Model		Serial	
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"/>
(Daytime) Phone: <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>			
500 characters left			
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: <input style="width: 90%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
Brand of lubricant used: <input style="width: 90%;" type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
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?) <input style="width: 90%;" type="text"/>
What were the services performed?) <input style="width: 90%;" type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><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.</p> <p style="margin-left: 40px;">:: Record the serial number of your firearm before sending it.</p> <p style="margin-left: 20px;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="margin-left: 40px;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="margin-left: 20px;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="margin-left: 20px;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

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: donnieburkholder@hotmail.com
Sent: Friday, March 04, 2011 9:35 AM
Subject: Relayed: Donald Burkholder - Remington Ref# 5961 - Letter & Form

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

donnieburkholder@hotmail.com

Subject: Donald Burkholder - Remington Ref# 5961 - Letter & Form

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:	3/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION:	Ref# 5961 rifle		

LABEL INFORMATION

MAIL LABEL TO:	Donald Burkholder 262 E. King St. #3 Strasburg, VA 22657 Ph: 540-671-3102 Email: donnieburkholder@hotmail.com	Email ARS to customer
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RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM

✓

donnieburkholder@hotmail.com

4XX596 MAR 7, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067318535
REF 1: DONALD BURKHOLDER/CD/DMF
REF 2: 5961/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	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.47	PUB+HANDLING	8.47