

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9674

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332868	1/7/2014	12/9/2013	1/13/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Stroud II	7111 Cristata Circle	Knoxville	TN	37918		H 865-377-3854 E crnastroud@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot the front seat & windshield of a SUV	Cause:4006	Altered Adjustments or Components	Unknown
S	FSR	Concern:1007	Fired on Safe Release	
C				

11/29/13: Customer emailed his concern into info@shopremingtoncountry.com. Email was forwarded to Consumer Affairs. Customer stated the gun fired on safe release & "this last time it went through the front seat of a Ford Expedition and out the front windshield" - no injury. I emailed the customer for gun info & mailing address. df
 12/9/13: Customer emailed back with his gun info & mailing address. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6344759	EB	10/29/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS ATLANTA GA	TWO PIECE BASE	U			

CONCERN: FSR

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
			Remington/700/CF/BA			
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

12/12/13: Mailed ARS, letter, SR paperwork. Box order# 1575320. df 1/13/14: Emailed Ilion to remove bolt lock,

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9674&Type=... 1/13/2014

replace TA, clean & test fire @ n/c - goodwill gesture. I emailed customer w/update. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/8/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description		22" 3006 SPRG
	Date Code		EB
	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	Slightly Worn; Functioning	
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End	---Select---	

	Condition		
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,DEBRIS BETWEEN SEAR AND BOLT STOP PIN.TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SEALANT MISSING,SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Quotation

Estimating Report

Parts and Repairs: P:/F:

Page: 1

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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

LARRY STROUD
7111 CRISTATA CIRCLE
KNOXVILLE, TN 37918 US

Item Return To:

LARRY STROUD
7111 CRISTATA CIRCLE
KNOXVILLE, TN 37918 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.

Repair Number	Serial Number / Description	Date Received:	01/07/2014
RE00332868	B6344759	Estimate Date:	01/13/2014
	Model: 700 30-06 SPRG Caliber BOLT Action RIFLE	Date Printed:	1/13/2014
	MfgBy: Remington-USA		

Reported	Problems Found
R014 - Service Request	U007 - REPLACE TRIGGER ASSEMBLY U008 - BOLT LOCK SAFETY MODIFICATION

Technician Comments
replace trigger assembly, check over and test fire at no charge good-will gesture

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	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00

Fulcher, Dell Marie

From: Larry [crnastroud@comcast.net]
Sent: Monday, January 13, 2014 11:27 AM
To: Fulcher, Dell Marie
Subject: RE: Larry Stroud - inquiry about rifle

Wow, Thank you so much. That's very nice of you. I can't say thank you enough because my father gave me that rifle and he passed away on Saturday. It is a beautiful rifle but unsafe as you have mentioned. I am forever grateful to you Mr. Fulcher.
Respectfully,

Larry Stroud

Sent from my Samsung Galaxy S®4

----- Original message -----

From: "Fulcher, Dell Marie"
Date: 01/13/2014 8:50 AM (GMT-05:00)
To: Larry Stroud
Subject: RE: Larry Stroud - inquiry about rifle

Good morning,

I received my information from the factory Friday afternoon.

Your rifle was produced in 1981.

The factory examined the rifle and found poor maintenance and adjustments/alterations to the trigger.

The trigger is dirty, has debris down in the trigger assembly, and the trigger set screws have been altered/adjusted outside of the factory.

As a gesture of goodwill, I will have them remove the bolt lock so you will be able to open and close the bolt while it's on Safe.

Replace the trigger assembly, clean and test fire at no charge.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, LLC

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Monday, January 13, 2014 8:50 AM
To: 'Larry Stroud'
Subject: RE: Larry Stroud - inquiry about rifle

Good morning,

I received my information from the factory Friday afternoon.

Your rifle was produced in 1981.

The factory examined the rifle and found poor maintenance and adjustments/alterations to the trigger.

The trigger is dirty, has debris down in the trigger assembly, and the trigger set screws have been altered/adjusted outside of the factory.

As a gesture of goodwill, I will have them remove the bolt lock so you will be able to open and close the bolt while it's on Safe.

Replace the trigger assembly, clean and test fire at no charge.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin |
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker
Gun | Para USA

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From: Larry Stroud [mailto:crnastroud@comcast.net]
Sent: Saturday, January 11, 2014 2:21 PM
To: Fulcher, Dell Marie
Subject: RE: Larry Stroud - inquiry about rifle

Good afternoon,

I know this is a weekend but I assume you'll get it on Monday. Is there anyway to get a report on my rifle. I wasn't even sure if it made it but I was able to track it with the shipping receipt and saw that it was delivered and signed for on 1-3-14. So at least I know that much. Any information would be appreciated.

Thanks,

Larry Stroud
(865) 377 3854

From: Fulcher, Dell Marie [mailto:Dell.Fulcher@remington.com]
Sent: Friday, December 13, 2013 8:08 AM
To: Larry
Subject: RE: Larry Stroud - inquiry about rifle

Good morning,
I did receive your information.
The paperwork went out by regular mail yesterday afternoon.

Thank you,
Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC
PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:
dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin |
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker
Gun | Para USA

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From: Larry [mailto:crnastroud@comcast.net]
Sent: Thursday, December 12, 2013 9:17 PM
To: Fulcher, Dell Marie
Subject: FW: Larry Stroud - inquiry about rifle

Just following up to be sure that you received my information.
Thanks,
Larry Stroud

From: Larry [mailto:crnastroud@comcast.net]
Sent: Monday, December 9, 2013 9:03 PM
To: 'Fulcher, Dell Marie'
Subject: RE: Larry Stroud - inquiry about rifle

Remington 700, 30-06 cal. Serial number: **B6344759**

Mailing address:
Larry Stroud

7111 Cristata Circle
Knoxville TN 37918
8653773854

From: Fulcher, Dell Marie [<mailto:Dell.Fulcher@remington.com>]
Sent: Thursday, December 5, 2013 8:47 PM
To: crnastroud@comcast.net
Subject: Larry Stroud - inquiry about rifle

Good evening,

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 and your mailing address. 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 Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS
/ Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis |
Dakota Arms | Parker Gun | Para USA

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Fulcher, Dell Marie

From: postmaster@remington.com
To: crnastroud@comcast.net
Sent: Monday, January 13, 2014 8:50 AM
Subject: Relayed: Message relayed (crnastroud@comcast.net)

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

crnastroud@comcast.net

Subject:

Remington® COPY

221
EB 10/8
3#
1001

December 9, 2013

9674

Larry Stroud
7111 Cristata Circle
Knoxville, TN 37918
Phone: 865-377-3854

Ref # 9674, Model 700, Serial # B6344759

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal. A shipping box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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".

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686
Fax: 336-548-7872

Serial Number:

B6344759

Model: 700



RE00332868

RECEIVED
JAN 10 2014

BY:.....

Model Number: 700		Serial Number: B6344759	
Name: Larry B. Stroud #		Date of Purchase:	
Address (no PO Boxes): 7111 Cristata Circle			
City: KNOXVILLE		State: TN	Zip: 37918
Phone (Daytime): (706) 664 7649		Fax:	
E-mail Address: brnashroud@comcast.net			
Please describe your problem: Rifle has discharged two separate occasions while attempting to unload rounds. The last time (this year) the rifle was in the back of a FORD EXPEDITION because of the heavy brush on both sides of the vehicle I placed my left hand on the foregrip area, switched the safety back to FIRE to open the bolt and touched the bolt with my right hand. The rifle then discharged in 500 characters left the vehicle.			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>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>:: 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.</p>			

Use our
UPS label

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00070968	Serial Number / Description B6344759 Model 700 Center Fire Caliber: 3006	Date of Request: 12/12/2013 Date Printed: 12/12/2013
Customer: LARRY STROUD 7111 CRISTATA CIRCLE KNOXVILLE, TN 37918 US Email: CRNASTROUD@COMCAST.NET	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9674. dmf

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						
<p>THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.</p>							
					Sub Total:		.00
					Est Sales Tax:		.00
					Grand Total:		\$.00

1575320

Fulcher, Dell Marie

From: Larry [crnastroud@comcast.net]
Sent: Monday, December 09, 2013 9:03 PM
To: Fulcher, Dell Marie
Subject: RE: Larry Stroud - inquiry about rifle

Remington 700, 30-06 cal. Serial number: **B6344759**

Mailing address:
Larry Stroud
7111 Cristata Circle
Knoxville TN 37918
8653773854

From: Fulcher, Dell Marie [<mailto:Dell.Fulcher@remington.com>]
Sent: Thursday, December 5, 2013 8:47 PM
To: crnastroud@comcast.net
Subject: Larry Stroud - inquiry about rifle

Good evening,
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 and your mailing address. 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 Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC
PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:
dell.fulcher@remington.com

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2014

Fulcher, Dell Marie

From: shopinfo [mailto:shopremingtoncountry.com]
Sent: Monday, December 02, 2013 3:17 PM
To: Product Services
Subject: FW: REM 700

I have one for y'all. Just let me know if you need anything else from me.

Thank you,
Hunter

From: Larry Stroud [mailto:larrystroud@comcast.net]
Sent: Friday, November 29, 2013 8:32 AM
To: shopinfo
Subject: REM 700

I have a 700 30-06 that has discharged a round on two separate occasions while trying to unload the gun. Because the safety must be switched to the off position in order to move the bolt back to eject the cartridge, the gun is live at that time. One time the gun discharged directly into the ground by my foot and this last time it went through the front seat of a Ford Expedition and out the front windshield. Luckily my cousin was in the back of the vehicle with me or the situation could have been catastrophic.

This weapon is unsafe and I'm afraid to hunt with it again for fear that next time I might not be so fortunate.

Is there anything Remington can do about this issue.

Respectfully,

Larry Stroud
(855)3773854

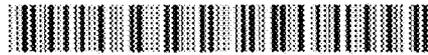
ARS LABEL REQUEST FORM

DATE:	12/12/2013	Service Request #	SR00070968
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulherden	email address:	I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	LARRY STROUD 7111 CRISTATA CIRCLE KNOXVILLE, TN 37918 US SR00070968 Email: CRNASTROUD@COMCAST.NET
RETURN ITEM TO:	ILN Arms Service:



4x096 DEC 12, 2013 ALL CURR USD 1 OF 1
 SVC SNDCOM ACT WT 10.0 LBS
 TRACKING# 174XK5969088227006
 REF 1: SR00070968
 REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
SV 0.00	COD 0.00	SVC 0.00	TYP USD
DC 0.00	DD 0.00	SD 0.00	
RM 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 11.01		PUB+HANDLING 11.01	

ATTN: Product Service



