

Remington Arms Co., Inc.
Product Service
Legal Case #:4839

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|-----|-------------|-----------------|-------------|---------------|---------|-----|----------|
| | | 10/25/2010 | | 10/24/2010 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------|--------------|-------|-------|-----|--|
| Incident | | Marshal | Glass | 15980 Ovil Rd. | Hopkinsville | KY | 42240 | | C 270-348-1049 E marshalglass@yahoo.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|------------------------------------|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4079 Other - Unexamined | | Unknown | |
| S | Concern:1007 Fired on Safe Release | | | |
| C FSR | | | | |

10/25/10: Customer called in. He stated that he just bought the rifle & when he takes it off safe - it will fire. He has only done this while the rifle is unloaded. dmf

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|-------------|----------------|--------|------|-----|
| Remington | CF/BA | 700/308 WIN | 20000 | | | |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | | | Y | | | |

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 | | | | |

10/25/10: Customer wants the ARS label, letter, & form emailed to him. dmf

Examination[Remington/CF/BA]

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

Remington®

10/25/10 2:53pm ET
Emailed letter & form to
customer. Cathy D. will
email A&S label later.
Dell

October 25, 2010

Marshal Glass
15980 Ovil Rd.
Hopkinsville, KY 42240
Ph: 270-348-1049

Subject: # 4839

Dear Mr. Glass,

You will receive a pre-paid shipping label for UPS in a separate email.

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 boxes with the name "Supry". Fred Supry 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

df
enclosure

[COPY]

October 25, 2010

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Hopkinsville, KY 42240
Ph: 270-348-1049

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Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 12697



Factory Repair Form

[Return to Previous Page](#)

NOTE: Please complete and print this form, and then include it with your firearm.

| | |
|---|-------------------------|
| Model Number: _____ | Serial Number: _____ |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | |
| Name: _____ | Date of Purchase: _____ |
| Address (no PO Boxes): _____ | |
| City: _____ | State: _____ Zip: _____ |
| Phone (Daytime): _____ | Fax: _____ |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) _____ | |
| 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: 100px; width: 100%;"></div> <div>500 characters left</div> | |
| Ammunition Information: | |
| Manufacturer: _____ | Type: _____ |
| Other (i.e. bullet weight/type, shot size, powder): _____ | |
| Handload Information: | |
| Powder Used: _____ | Powder Weight: _____ |
| Case/Hull Used: _____ | Primer Used: _____ |
| Bullet Type/Shot Size: _____ | Reloader Used: _____ |
| 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? _____ |
| <p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p> |
| <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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p> |

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Other Sites



Fulcher, Dell Marie

From: postmaster@remington.com
To: marshalglass@yahoo.com
Sent: Monday, October 25, 2010 2:54 PM
Subject: Relayed: Marshal Glass - Ref# 4839

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

marshalglass@yahoo.com

Subject: Marshal Glass - Ref# 4839

Email
Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---------------------------------|------------|--------------------|--------|
| DATE: | 10/25/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PACKAGE | 10 lbs |
| PLEASE CHECK ONE | | | |
| MEDIA | | | |
| COORDINATOR | XXXXXX | I WILL MAIL | |
| TO MAIL | | | |
| DESCRIPTION: Ref# 4839 Rifle | | | |

LABEL INFORMATION

| | | |
|---|--|------------------------------|
| MAIL LABEL TO: Marshal Glass 15980 Oval Rd. Hopkinsville, KY 42240 Ph: 270-348-1049 Email: marshalglass@yahoo.com | | Please email ARS to customer |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY | | |

4XX596 OCT 25, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969086554742
REF 1: MARSHAL GLASS/CD/DMF
REF 2: 4839/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 9.28 PUB+HANDLING 9.23

marshalglass@yahoo.com