

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5389

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/10/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Pascal	2086 Spring Garden Rd.	New Bern	NC	28562		H 252-639-9975

## 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				

12/10/10: Customer called in. He had a FSR with his rifle. He did buy it used & stated the trigger felt light. He stated that he called into Consumer Dept. earlier this week & was on hold for a long time then was told by a CSR that he would have to pay for repair because it sounded like the trigger had been altered outside of the factory. He stated that he then spoke w/John L. in Consumer & was told that everything would be taken care of. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	26917	T6214774		11/14/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	COLONIAL GUN SHOP INC		N			

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				

12/10/10: Sending ARS, ltr, form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	<del>XXXXXX</del>
DESCRIPTION: Ref # 5389 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Robert Pascal 2086 Spring Garden Rd. New Bern, NC 28562 Ph: 252-639-9975
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

~~PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR~~

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067655653  
REF 1: ROBERT PASCAL/CD/DMF  
REF 2: 5389/RIFLE  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 0.50  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 8.20 PUB+HANDLING 8.20