

Remington Arms Co., Inc.
 Product Service
 Legal Case #:8959

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|-----|-------------|-----------------|-------------|---------------|---------|-----|----------|
| | | 6/4/2013 | 2/18/2014 | | | | X |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|--------|------|-------|-----|-----|------------------------------|
| Incident | | Jeffries | Bittner | | | | | | E jeffries bittner@gmail.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|----------------|---------------------------------|-------------|-------------------|----------------|
| PI shot toes | | | | |
| PD Cause:4064 | Not Examined by Product Service | | Y | skin graft |
| S Concern:1028 | Fired With Safe ON | | | |
| C | | | | |

6/4/13 Per email sent to Remington.com, incid #130603-000100, "I started hunting around 7th grade and when my grandpa offered to buy me a .270 with a scope on it, i was excited. He bought be a Remington model .270 and i used it while i hunted through high school. The year of 2008, same year i graduated and started at community college, i went out hunting with my family. It was the last day of hunting season and my Uncle was using some horns to rattle me and my cousin in a buck hopefully. They placed me on a rock to watch a ravine and while sitting there, the safety on, the rifle went off without me touching the trigger of my gun. Startled i noticed smoke coming off my boot, the bullet had gone thru my boot and passed between my big toe and the toe next to it, fracturing the big toe in 2 places and fracturing the little toe at the knuckle and taking a large portion of that toe with it. I was stuck to a couch and bed with my foot above my heart for the next 2 months hoping i could regenerate enough tissue on the toe next to my big toe that i could get a skin graft over the open wound. Thankfully the human body did what it was made for and the skin graft took the first time i had the surgery the week after Christmas 08. It is now 4 years later and the calls keep coming from the hospital about bills that i owe and cant pay. I have managed to get through school paying for my classes with my own money however i still have the hospital bill that i cannot pay. I am left with a deformed toe that i am thankful i got to keep and i never have written you guys before, because i was talked out of it by other people. It has been so long they would probably take a settlement on what i owe them which i believe you guys can help with. I have considered going to a lawyer to pursue what i can but before i did i would like to send you this in hope that you guys can help me with a gun that misfired and malfunctions while i was holding onto it, sitting on a rock. Since the 2008 accident i have got back into hunting and have given my gun to family and friends to test and see what they could find out, and i have learned that they could get the gun to fire with the safety on. Would love to hear back from you guys and look forward to talking more with you."cm 6/4/13 Received a call from Bittner and he said it was a Model 710, ser #71044028. The family no longer owns this rifle. Bittner did not know the total of the medical bills. His mother has been taking care of them for him.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------|-------------|----------------|----------|------|---------------------|
| Remington | CF/BA | 710/270 WIN | n/a | 71044028 | | 1/7/2002 4:37:55 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | SPORTS SOUTH INC | | U | | | |

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Cash Reim. Cash

| | | | | | | |
|--------------------------------------|--------------------------|---------------------|----------------------|-------------------|-------------|-------------|
| Settlement | Release of Claims | Release Date | Reimbursement | Settlement | Date | Date |
| | | | | | APV | APV |
| No further contact from the customer | | | | | | |

| | |
|--------------------------------|--------------------------------|
| Repair/Replacement Cost | Repair/Replacement Date |
|--------------------------------|--------------------------------|

6/4/13 Emailed Bittner direct from my email address requesting he call with serial number or model of the .270 rifle and so that I can get more info on the incident.cm 6/4/13 I asked Bittner if they could find out who owned the rifle now. We would want to inspect the rifle before we could consider the medical expenses. He will see if he can find out.cm 2/18/14: No further contact from the customer. df

Examination[Remington/CF/BA]

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

| |
|--|
| Reference # 130603-000100 |
| Status Unresolved |
| Assigned To Administrators Christy - |
| SLA Not specified |
| Queue CSR |
| Date Created 06/03/2013 10:13 PM |
| Date Initial Solution Response None |
| Last Updated 06/04/2013 08:40 AM |
| Customer SmartSense +1 (on -3 to +3 scale) |
| Staff SmartSense 0 (on -3 to +3 scale) |

Please Read**Discussion Thread****Customer (Jeffries Bittner)**

06/03/2013 10:13 PM

To whom it may concern:

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Jeffries Bittner

Primary Contact**First Name:** Jeffries**Last Name:** Bittner**Organization:****Login:** jeffriesbittner@gmail.com**Title:****Contact Type:****Email:** jeffriesbittner@gmail.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**