

Remington Arms Co., Inc.
Product Service
Legal Case #:8527

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
300092	2/8/2013	1/24/2013	2/20/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Glenn	Peace	4311 Essex Ct	Arlington	TX	76016		H 817-475-0230

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD hole in deer stand	Cause:4006	Altered Adjustments or Components	N	peeled skin back, no stitches
S Fired on safe release	Concern:1007	Fired on Safe Release		
C				

1/24/13 Per call from Peace, when in the deer stand last weekend he had the chamber loaded and when he moved the safety forward it fired and cut his thumb open and put a hole in his deer stand. He took it home and was able to duplicate 2 more times. This rifle has been shot in total no more that 7 times.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71061441	KW	5/16/2002 1:02:46 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	SCOPE BASE	N			

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
Replace with #85632, 770 .270						
	Repair/Replacement Cost	Repair/Replacement Date				
	128.00	2/14/2013				

1/24/13 Mailing ARS.cm 2/13/13 Called Peace and left a voice msge to call mc. Will offer a replacement 770 or possibly 700 SPS if he wants to change but I will have him sign a release.cm 2/13/13 3:50 Spoke with Peace, he would like the 770 .270 as replacement. I will send release.cm 2/20/13 Rec'd faxed copy of signed release. Left phone msge for Peace to mail original.cm 2/25/13 Rec'd signed release.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	2/11/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	O/S TPA, PARTS NO LONGER AVAILABLE
Barrel	Description	22" 270 WIN	
	Date Code	KW	
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SEALANT MISSING
	Sub-Assembly	Other Remington	

Remington®

February 13, 2013

Glenn Peace
4311 Essex Ct
Arlington, TX 76016

Ref # 8527

Dear Mr. Peace,

Please review the following Release of All Claims. If you are in agreement with our terms, please take it to a notary to be completed by them & you.

Send the original Release form with live signatures to my attention at the following address:

Remington Arms Co., LLC
Attn: Christy Mitchell/Consumer Affairs Administrator
PO Box 700
Madison, NC 27025-0700

I apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

Sincerely,
Christy Mitchell
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 336-548-8684
Fax: 336-548-7872

cm
enclosure

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

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS:

That I Glenn Peace, having an address of 4311 Essex Ct, Arlington, TX 76016 being of lawful age, in consideration of and upon receipt of 1 of Item # 85632 - Model 770 black with 3-9x40 scope (all items are new in box) as replacement for ser #71061441 ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, LLC its/their parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors and any other persons or entities ("Releasees") from all debts, claims, demands, damages, costs, expenses, injuries, actions and causes of action whatsoever nature or kind, whether known or unknown, on account of, resulting, or which may result from an incident or incidents occurring in or about January, 2013 which I have alleged was caused while using products manufactured and/or sold by Releasees.

I further state that receipt by me of the Consideration described above constitutes a full and complete release and settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists. In addition, by my signature below, I hereby release and transfer over to Remington Arms Company, LLC title to and ownership of the products identified below. The products alleged to be involved in my claim are listed below.

It is understood and agreed that this Release of All Claims is not and shall not be considered an admission of liability for any violation of any law, statute or regulation, any breach of contract, actual or implied, or any commission of any tort on the part of Releasees, by whom such liability is expressly denied.

I will not disclose the terms of this Release of All Claims to any third party, for any reason whatsoever, without the express prior written authorization of the Releasees or as may otherwise be required by law.

I acknowledge that I have carefully read and understand the contents of this Release of All Claims and sign the same as my own free act.

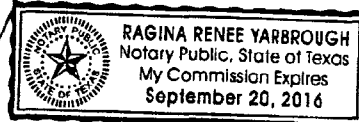
IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this 20 day of February, 2013

GLENN PEACE
Print Name

[Signature]
Signature

TX 11610407
Social Security Number or Driver's License #

Notary signature: [Signature]



Products alleged to be included in claim(s):
Remington 710, ser # 71061441

RELEASE OF ALL CLAIMS**KNOW ALL PERSONS BY THESE PRESENTS:**

That I Glenn Peace, having an address of 4311 Essex Ct, Arlington, TX 76016 being of lawful age, in consideration of and upon receipt of 1 of Item # 85632 - Model 770 black with 3-9x40 scope (all items are new in box) as replacement for ser #71061441 ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, LLC its/their parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors and any other persons or entities ("Releasees") from all debts, claims, demands, damages, costs, expenses, injuries, actions and causes of action whatsoever nature or kind, whether known or unknown, on account of, resulting, or which may result from an incident or incidents occurring in or about January, 2013 which I have alleged was caused while using products manufactured and/or sold by Releasees.

I further state that receipt by me of the Consideration described above constitutes a full and complete release and settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists. In addition, by my signature below, I hereby release and transfer over to Remington Arms Company, LLC title to and ownership of the products identified below. The products alleged to be involved in my claim are listed below.

It is understood and agreed that this Release of All Claims is not and shall not be considered an admission of liability for any violation of any law, statute or regulation, any breach of contract, actual or implied, or any commission of any tort on the part of Releasees, by whom such liability is expressly denied.

I will not disclose the terms of this Release of All Claims to any third party, for any reason whatsoever, without the express prior written authorization of the Releasees or as may otherwise be required by law.

I acknowledge that I have carefully read and understand the contents of this Release of All Claims and sign the same as my own free act.

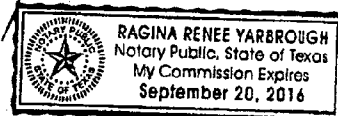
IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this 20 day of February, 2013

GLENN PEACE
Print Name

[Signature]
REDACTED REDACTED

Social Security Number or Driver's License #

Notary signature: [Signature]



Products alleged to be included in claim(s):
Remington 710, ser # 71061441

Remington®

February 13, 2013

Glenn Peace
4311 Essex Ct
Arlington, TX 76016

Ref # 8527

Dear Mr. Peace,

Please review the following Release of All Claims. If you are in agreement with our terms, please take it to a notary to be completed by them & you.

Send the original Release form with live signatures to my attention at the following address:

Remington Arms Co., LLC
Attn: Christy Mitchell/Consumer Affairs Administrator
PO Box 700
Madison, NC 27025-0700

I apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

Sincerely,
Christy Mitchell
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 336-548-8684
Fax: 336-548-7872

cm
enclosure

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

2211
KWS/bz
2#

January 24, 2013

8527

COPY

Glenn Peace
4311 Essex Ct
Arlington, TX 76016

Subject: Case #8527, Model 710, SR# 42993

Dear Mr. Peace,

Please include a copy of this letter with the firearm as well as the Service Request form.
The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly. Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Serial Number:

71061441

Model: 710



RE00300092

RECEIVED
FEB 12 2013

BY:.....

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

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.remington.com



ATTN: Prod Serv #8527

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 SR00042993	Serial Number / Description 71061441 Model 710 RIFLE Caliber: 270	Date of Request: 01/24/2013 Date Printed: 01/24/2013
Customer: GLENN PEACE 4311 ESSEX CT ARLINGTON, TX 76016 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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
Prod Serv #8527

Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount

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.

Sub Total: . 00

Est Sales Tax: . 00

Grand Total: \$. 00

ARS LABEL REQUEST FORM

DATE:	01/24/2013	Service Request #	SR00042993
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles	email address:	Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.remington.com

LABEL INFORMATION

MAIL LABEL TO:	GLENN PEACE 4311 ESSEX CT ARLINGTON, TX 76016 US SR00042993 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 JAN 24, 2013 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969066188759
REF 1:SR00042993
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGS:		
DV 0.00	CCD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.93	PUB+HANDLING	10.93

ATTN: Prod Serv #8527



