

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7963

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		9/24/2012	5/23/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Creekmore	4745 Ivan St.	Cocoa	FL	32927		C 321-750-1722

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064 Not Examined by Product Service		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

9/24/12: Customer called in. He inherited his M/700 from his dad. He stated his dad experienced a FSR with the rifle & customer stated he experienced one also. No daamage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	25777	C6474984		12/12/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ. INC., #2		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


Gun not returned to  
Ilion for exam

**Repair/Replacement Cost    Repair/Replacement Date**

9/24/12: Sending box, ARS & forms from Madison. df 1/15/13: Bonnie Martin called. When I sent the customer the rifle box with paperwork inside from the Madison mailroom, the customer's address was picked up by the system for the next 3 guns that were shipped out. Bonnie has been in touch with the customer & he will not provide her information on where the guns are located. Bonnie has proof that he accepted them along with my rifle box & paperwork. He said that he has been inconvenienced & wants restitution but would not say what. He told Bonnie the 3 guns that do not belong to him are with a FFL dealer & he would have that dealer call her. He would not give Bonnie the dealer's phone #. Customer has not shipped his rifle in for exam. df 5/23/13: Gun not returned to Ilion for exam. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

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**1Z4XX5960300041498**

Updated: 01/15/2013 8:39 A.M. Eastern Time

**Delivered**

Delivered On:

Thursday, 09/27/2012 at 1:43 P.M.

Left At:

Met Customer Man

Proof of Delivery

Request Status Updates »

**Shipping Information**

To:  
COCOA, FL, US

**Shipped By**

**UPS Ground**

**Additional Information**

Multiple Packages: 3  
Shipped/Billed On: 09/25/2012  
Type: Package  
Weight: 1.60 lbs

**Shipment Progress**


[What's This?](#)


**Packages in this Shipment (Total Packages: 3)**

Select a tracking number to see the detail for another package.

Tracking Number	Reference	Status ▼	Shipped	Scheduled	Service	Weight
1Z4XX5960300041505		Delivered	09/25/2012		UPS Ground	9.60 LB
1Z4XX5960300041514		Delivered	09/25/2012		UPS Ground	20.00 L

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http://wwwapps.ups.com/WebTracking/detail

1/15/2013

PS 31834

## ARS LABEL REQUEST FORM

DATE:	09/24/2012	Service Request #	SR00030002
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	RICK CREEKMORE 4745 IVAN ST. COCOA, FL 32927 US SR00030002  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b>  Arms Services



4XX596      SEP 24, 2012      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969066Z66209  
 REF 1:SR00030002  
 REF 2:  
  
 HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRGs:      SVC T/P USD  
 DV 0.00      COD 0.00      RS 0.50  
 DC 0.00      DGD 0.00      SD 0.00  
 AH 0.00      PR 0.00      SP 0.00  
 TOT PUB CHG 10.78      PUB+HANDLING 10.78

<b>ATTN: Product Service</b>
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# ShipRequest™



Ship To: RICK CREEKMORE  
Company:  
Address 1: 4745 IVAN ST.  
Address 2:  
Address 3:  
City: COCOA  
State/Province: Florida  
ZIP/Postal Code: 32927  
Country: United States  
email:  
Phone:  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Thu, September 27, 2012  
Package ID: 8853

Special Instructions:

Sender Name: Dell Marie Fulcher  
email: dell.fulcher@remington.com  
Prepared By: Dell Fulcher  
Phone: 336-548-8686

Del. 9/27/12  
↑

Date: 09-25-12 1 lb 9.3 oz		Base :\$	6.74
Acct # : 230145		Spc S:\$	0.00
Cust # : 0DL0000009800		Addl :\$	0.00
Zip/Zone: 32927 / 4			
Trk # : 1Z4XX5960300041498		Total \$	6.74
Pkg ID #: 8853			
Service : UPS Ground			