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Remington Arms Co., Inc.
Product Service

Legal Case #:7963 Case Information RE# Date Opened(PS) Date Closed Incident Date Obsolete Date Opened Pre Lit Lit n/a 9/24/2012 5/23/2013 Customer Information Business First Name Street Contact Type Last Name City State Zip Age Rick 4745 Ivan St. Cocoa C 321-750-1722 Incident Creekmore FL. 32927 Incident Information Claims Codes Repair Est. **Medical Treatment Medical Status** ы PD Cause: 4064 Not Examined by Product Service Unknown S FSR Concern: 1007 Fired on Safe Release 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 daamge, No injury. df Firearm Information Model/Ga. SKU DOM Type Serial Bbl. CF/BA 700/7MM MAG 25777 C6474984 12/12/1989 Remington 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 Cash Cash Reim. Settlement Release of Claims Release Date Reimbursement Date Settlement Date APV 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]

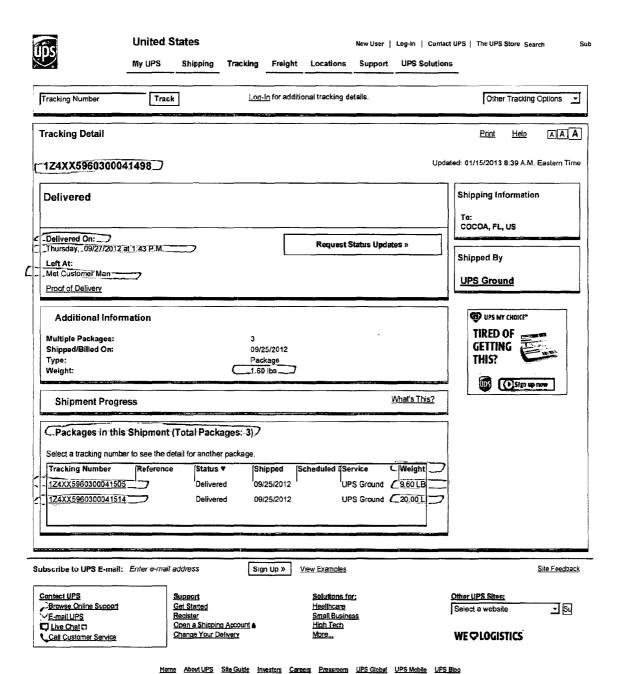
Code

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7963&Type=Case

Sub-Part

Part

Comment



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

LABEL INFORMATION

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



4XX596 SEP 24, 2012 ALL CURR USD 1 OF 1 SVC GNDCOM
RACKING# 124XX5969066Z66209
REF 1:SR00030002
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD OV 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
DC 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.78 PUB+HANDLING 10.78

ATTN: Product Service

Pitney Bowes



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

Acct # : 230145 Cust # : ODL0000009800 Zip/Zone: 32927 / 4 Trk # : 124XX5960300041498 Pkg ID #: 8853 Service : UPS Ground

6.74 Total \$