

Remington Arms Co., Inc.
Product Service
Legal Case #:4912

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209482	11/5/2010	11/1/2010	11/30/2010	10/23/2010	X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Rinard	157 Howe St.	Black River	NY	13612		H 315-777-1191 E nards444@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in 2 trucks	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C				

Customer sent in an email. He stated that he had a loaded rifle in his truck on 10/23/10 and the safety was giving him an issue. When he unloaded & then loaded a round & took the safety off, the gun fired and shot a hole in his truck & his friends truck. No injury. He wants us to fix the rifle & pay for the trucks being damaged. He stated it was around \$5,000 in damages & he is having an attorney look into the matter also. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WSM	26424	G6279768	DW	9/19/2002 2:21:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
4/18/2009	JERRY S SPORT INC	TWO PIECE SCOPE BASE	Y			

CONCERN:FSR

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 rifle @ n/c & reimburse for property damage	Y	11/24/2010	\$4,390.04			
Repair/Replacement Cost		Repair/Replacement Date				
\$67.52		11/30/2010				

11/1/10: Sending ARS, letter, form. df 11/10/10: Per Fred S. - Could not duplicate concern. Gun has a heavy trigger pull & some rusting was noticed on the outside of the trigger assemb. Did not disassemble the TA due to mention of customer having an attorney. df 11/10/10: I emailed Fred S. for detailed pictures of the TA & rifle. I will get w/Fred R. & the customer asap. df 11/11/10: I spoke to customer. He has not retained an attorney. We agreed on replacing the TA on rifle, clean & test fire @ n/c. We will refund for repair of friend's truck (\$3,332.26) & cust. will email me document for repair of his truck. Once I get that, I will prepare a Release & mail it to him. df 11/16/10: Cust. emailed expenses for getting his truck repaired. Grand total for Release comes to \$4,390.04. df 11/17/10: Got appr. from Fred R. I requested to have Release sent to cust. overnight. df 11/24/10: Received Release from cust. I emailed factory to repair rifle @ n/c. 11/30/10: Submitted G-408 for appr. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4912&Type=Case>

11/30/2010

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WSM
	Date Code		DW
	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---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	HAS A HIGH TRIG PULL SOME RUSTING ON TRIG
	Pull	---Select---	8.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

X
4912
[COPY]
24"
8.54
1012
DW9/02

October 29, 2010

Chris Rinard
157 Howe St.
Black River, NY 13612

Ref: #4912

Dear Mr. Rinard,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the boxes with the name "Supry". Mr. Supry will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

Serial Number:

G6279768

Model: 700



RE00209482

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

Model Number: 700		Serial Number: G6279768	
Name: Chris Rinard		Date of Purchase: 4-18-2009	
Address (no PO Boxes): 157 Howe St.			
City: Black River		State: NY	Zip: 13612
Phone (Daytime): 315-777-1191		Fax:	
E-mail Address: malds444@aol.com			
<p>Please describe your problem:</p> <p>Weapon was loaded with three rds and the safety lever would not engage into safe. Un Unracked one rd and tried again again. When the safety was switched to safe it went off, trigger was not touched 500 characters left</p>			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p style="text-align: center;"> <input type="button" value="Print"/> <input type="button" value="Reset"/> </p>			

4712

Reference #
101023-000028

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

Problem with weapn

Discussion Thread

Customer (1 1)

10/27/2010 04:41 PM

Dell,
My address is
Chris Rinard
157 Howe St.
Black River, Ny 13612.

What I am expecting. I am expecting the rifle for one to be fixed and I am expecting to have both of the truck shot to taken care of today. I have estimates for both trucks which is close to 5 grand in damages. I prefer remington just pay for the fixes. My friend and I both were planning on buying remington rifles this fall, well not know. Currently lawyers are looking into this for me and I see that this issue has blown up as of late. I rather you guys fix our trucks and do whats right. thanks

Date Created
10/23/2010 10:26 AM

Initial Response
None

Last Updated
10/27/2010 04:41 PM

-----Original Message-----

From: Remington Information
To: nards444@aol.com
Sent: Wed, Oct 27, 2010 4:25 pm
Subject: Problem with weapn [Incident: 101023-000028]

Response (Dell -)

10/27/2010 04:25 PM

Dear Mr. Rinard,
We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Note (Daniel -)

10/26/2010 11:15 AM

fwd to dell

Customer (1 1)

10/23/2010 10:26 AM

Hello,
I had a very big issue this morning with one of your rifles. I bought a REM 700 300 WSM last spring and this morning I was out hunting and had a accidental discharge. I loaded three rds into the weapon and proceeded to put it on safe. The weapon would not go into safe so I set it on the front seat of my truck and inspected it because it was dark out. I uncracked a round and looked around in the receiver and there seemed to be ok. I re-closed the bolt and proceeded to pull the safety down when I did so the weapon went off in my trucks went through and hit my friends truck. luckily nothing happened to him or my self. But I am distraught over why a brand new gun did this. I shot about about 10rds through it last fall, cleaned it and oiled it up before storage for the winter and spring. Pulled it out last night and and made sure the action was still working smoothly. I dont understand how this happened, my hands were no where near the trigger and I have proof because my thumb got peeled back from the safety lever and that wouldnt have happened if I had my hands on the trigger. This was a very scary and moment and somebody could have been killed by this weapon. As it is it damaged two newer Ford F250's which is going to cost me. The SN# to the weapon is G6279768. I dont see why a safety should have done this. I havent cleaned or touched the weapon, I can provide pictures of the trucks and my finger. I hope remington can make this right and provide an explanation. As it is I plan on seeking legal counsel for damages.

Thanks
Chris Rinard

Primary Contact

First Name: 1
Last Name: 1
Organization:
Login: nards444@aol.com
Title:
Contact Type:
Email: nards444@aol.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

Remington 11/1/10

emailed to customer.

October 29, 2010

Chris Rinard
157 Howe St.
Black River, NY 13612

Ref: # 4912

Dear Mr. Rinard,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the boxes with the name "Supry". Mr. Supry will be inspecting the firearm and will contact me with the results.

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

df
enclosure

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

[COPY]

October 29, 2010

Chris Rinard
157 Howe St.
Black River, NY 13612

Ref: # 4912

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Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

df
enclosure

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

Model Number:	Serial Number:	
Name:	Date of Purchase:	
Address (no PO Boxes):		
City:	State:	Zip:
Phone (Daytime):	Fax:	
E-mail Address:		
<p align="center">Please describe your problem:</p> <div style="text-align: right;">500 characters left</div>		
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>		
<input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. <ul style="list-style-type: none"> :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. 		
Print	Reset	

Fulcher, Dell Marie

From: Mail Delivery System [MAILER-DAEMON@AOL.com]
To: nards444@aol.com
Sent: Monday, November 01, 2010 9:10 AM
Subject: Relayed: Chris Rinard - Ref# 4912

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

nards444@aol.com

Subject: Chris Rinard - Ref# 4912



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

ARS LABEL REQUEST FORM

DATE:	11/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR	XXXXXX	I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref# 4912 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Chris Rinard 157 Howe St. Black River, NY 13612 Email: nards444@aol.com	Please email ARS label
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 NOV 1, 2010 ALL CURR USD 2.11 OF-1
SVC GND COM ACT WT 10.0 LBS
TRACKING 124XX5969067736799
REF 1: CHRIS RINARD/CD/DMF
REF 2: 4912/ RIFLE

HANDLING CHARGE 0.00	SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 1.00
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AM 0.00	PR 0.00
TOT PUB CHG 7.77	PUB+HANDLING 7.77

nards444@aol.com



Serial
Number





10/26/2010 at 12:39 PM
98032

Job Number:

DAVIDSON AUTOMOTIVE GROUP
License #:7101897 Federal ID #:161210184
"WHERE GREAT SERVICE IS NO ACCIDENT"
BOX 320
WATERTOWN, NY 13601
(315)782-4600 Fax: (315)222-7119

PRELIMINARY ESTIMATE

Written By: GLEN GAINSBURGH #IA-999487
Adjuster:

Insured:
Owner: ERIC NORBERG
Address: 221 NORTH PEARL AVENUE
WATERTOWN, NY 13601
Cellular: (763)221-3355

Claim # **538 228 7227**
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 9. Left T-Bone (Le

Inspect
Location:

Insurance ALLSTATE
Company:

Days to Repair

* 2010 FORD F250 4X4 SUPERCAB XLT/8-6.4L-TD 4D SHORT CHARCOAL M Int:
VIN: 1FTSX2BR4AEA37780 Lic: 24584MA NY Prod Date: Odometer: 8139
Condition: Excellent

Air Conditioning	Tilt Wheel	Cruise Control
Intermittent Wipers	Keyless Entry	Message Center
Dual Mirrors	Privacy Glass	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	Heated Mirrors
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Auxiliary Audio Connectio
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
4 Wheel Disc Brakes	Cloth Seats	Trailer Package
6 Speed Transmission	4 Wheel Drive	Overdrive
Styled Steel Wheels		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT DOOR				
2*	Rpr	LT Outer panel w/o keyless		3.0		2.5
3		Add for Clear Coat				1.0
4	R&I	LT Belt w'strip		0.3		
5	R&I	LT Mirror manual		0.3		
6	R&I	LT Handle, outside charcoal		0.3		
7	R&I	LT Lock cylinder		0.1		
8*	R&I	LT Door trim panel XLT, FX4, Lariat camel		0.7		
9	R&I	LT Run channel		0.2		
10		CAB				

10/26/2010 at 12:39 PM
98032

Job Number:

PRELIMINARY ESTIMATE

2010 FORD F250 4X4 SUPERCAB XLT 8-6.4L-TD 4D SHORT CHARCOAL M Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
11*	Rpr	LT Corner panel, WELD AND REPAIR, OUTER			s 4.0	1.8
12		Overlap Major Adj. Panel				-0.4
13		Add for Clear Coat				0.3
14	Repl	LT Corner trim charcoal	1	91.97	0.7	
15	Repl	RT Corner trim charcoal	1	84.30	0.7	
16		REAR DOOR				
17*	Rpr	LT Outer panel			5.0	2.0
18		Overlap Major Adj. Panel				-0.4
19		Add for Clear Coat				0.3
20	R&I	LT R&I door assy			0.9	
21	R&I	LT Door w'strip			0.3	
22	R&I	LT Lower w'strip			0.2	
23	R&I	LT Glass assy tinted			0.6	
24	R&I	LT Handle, outside			0.3	
25	R&I	LT R&I trim panel			0.4	
26		PICK UP BOX				
27	R&I	R&I box assy			2.5	
28	R&I	LT Upper molding black			0.6	
29	R&I	R&I tailgate assy			0.5	
30*	Rpr	LT Side panel w/single wheel			4.0	3.0
31		Overlap Major Non-Adj. Panel				-0.2
32		Add for Clear Coat				0.6
33	R&I	Fuel door			0.3	
34	Blnd	Fuel door				0.2
35*	R&I	LT Stone guard			0.1	
36		REAR LAMPS				
37	R&I	LT Tail lamp assy			0.3	
38		REAR BUMPER				
39	R&I	R&I bumper assy			1.0	
40#	R&I	TOOLBOX AND BEDLINER			1.0	
41#	R&I	MUDGUARD			0.2	
42#	Rpr	LEFT CAB CORNER INNER STRUCTURE			1.5	0.5
43#	Rpr	RIGHT CAB CORNER INNER STRUCTURE			1.5	0.5
44#	R&I	INTERIOR AS NEC TO ACCESS REPAIRS			1.5	
45		SEATS & TRACKS				
46	Repl	Seat back cover super cab, cloth camel	1	424.97	1.6	
47#	Repl	HAZARDOUS WASTE	1	5.00		
48#	Repl	CAR COVER	1	6.00	0.2	
49#		SAND AND BUFF	1			1.5
50#	Repl	RUSTPROOFING PER PANEL	1	12.95	0.3	
51#	Repl	MASK JAMBS	1	5.00	0.3	
52#	Repl	MISCELLANEOUS FASTENERS	1	15.00		
53#	Repl	WELD THRU-PRIMER	1	10.00		

10/26/2010 at 12:39 PM
98032

Job Number:

PRELIMINARY ESTIMATE

2010 FORD F250 4X4 SUPERCAB XLT 8-6.4L-TD 4D SHORT CHARCOAL M Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
Subtotals ==>			655.19	35.4	13.2		

Estimate Notes:

NOTE!!!!!! OPEN ITEMS ON INNER STRUCTURE AND INTERIOR OF REAR SEAT, BULLET
MAY
HAVE DONE MORE DAMAGE.

Parts		655.19
Body Labor	35.4 hrs @ \$ 45.00/hr	1593.00
Paint Labor	13.2 hrs @ \$ 45.00/hr	594.00
Paint Supplies	13.2 hrs @ \$ 26.00/hr	343.20

SUBTOTAL		\$ 3185.39
Sales Tax	\$ 3185.39 @ 7.7500%	246.87

GRAND TOTAL		\$ 3432.26

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 3432.26

LIMITED EXPRESS WARRANTY: LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 3,000 MILES WHICH EVER COMES FIRST, EXCEPT FOR USAA STARS, TRAVELERS, STATE FARM SERVICE SELECT, ERIE, ALLSTATE, ZURICH, HANOVER, AIG, AND FARMERS INSURANCE WHICH ARE LIMITED LIFETIME WARRANTIES TO ORIGINAL OWNER.

*** COMPLETION DATE IS DEPENDENT ON A NUMBER OF FACTORS NOT CONTROLLED BY THE REPAIR FACILITY. SOME FACTORS THAT MAY CAUSE DELAYS ARE, PARTS AVAILABILITY, DAMAGED PARTS, MODIFICATION OF PARTS TO ENSURE PROPER FIT AND FINISH, HIDDEN DAMAGE, AND INSURANCE DELAYS FOR SUPPLEMENTAL AUTHORIZATIONS. A COPY OF ESTIMATE WAS GIVEN TO CUSTOMER.

*** LICENSED APPRAISERS ARE: PAUL FERRY IA-880942, EXPIRES 12-31-10; VERN KERNS IA-539933 EXPIRES 12-31-10.

STORAGE CHARGES OF \$30.00 PER DAY WILL BE CHARGED ON ALL VEHICLES NOT REPAIRED BY DAVIDSON'S OR DECLARED A TOTAL LOSS BY AN INSURANCE COMPANY. ALL APPRAISALS ARE VALID FOR 90 DAYS. ANY HIDDEN DAMAGE WILL BE SUBJECT TO SUPPLEMENTAL CHARGES WHICH WILL BE DUE WHEN REPAIRS ARE COMPLETED.

*** ALL CHARGES MUST BE PAID IN FULL BEFORE THE VEHICLE WILL BE RELEASED ***

NOT RESPONSIBLE FOR ANY SUBSEQUENT DAMAGES THAT MAY OCCUR WHEN VEHICLE IS LEFT AT DAVIDSON'S. THIS INCLUDES ACTS OF VANDALISM, THEFT, LOSS OF USE OF VEHICLE AND OTHERS.

10/26/2010 at 12:39 PM
98032

Job Number:

PRELIMINARY ESTIMATE

2010 FORD F250 4X4 SUPERCAB XLT 8-6.4L-TD 4D SHORT CHARCOAL M Int:

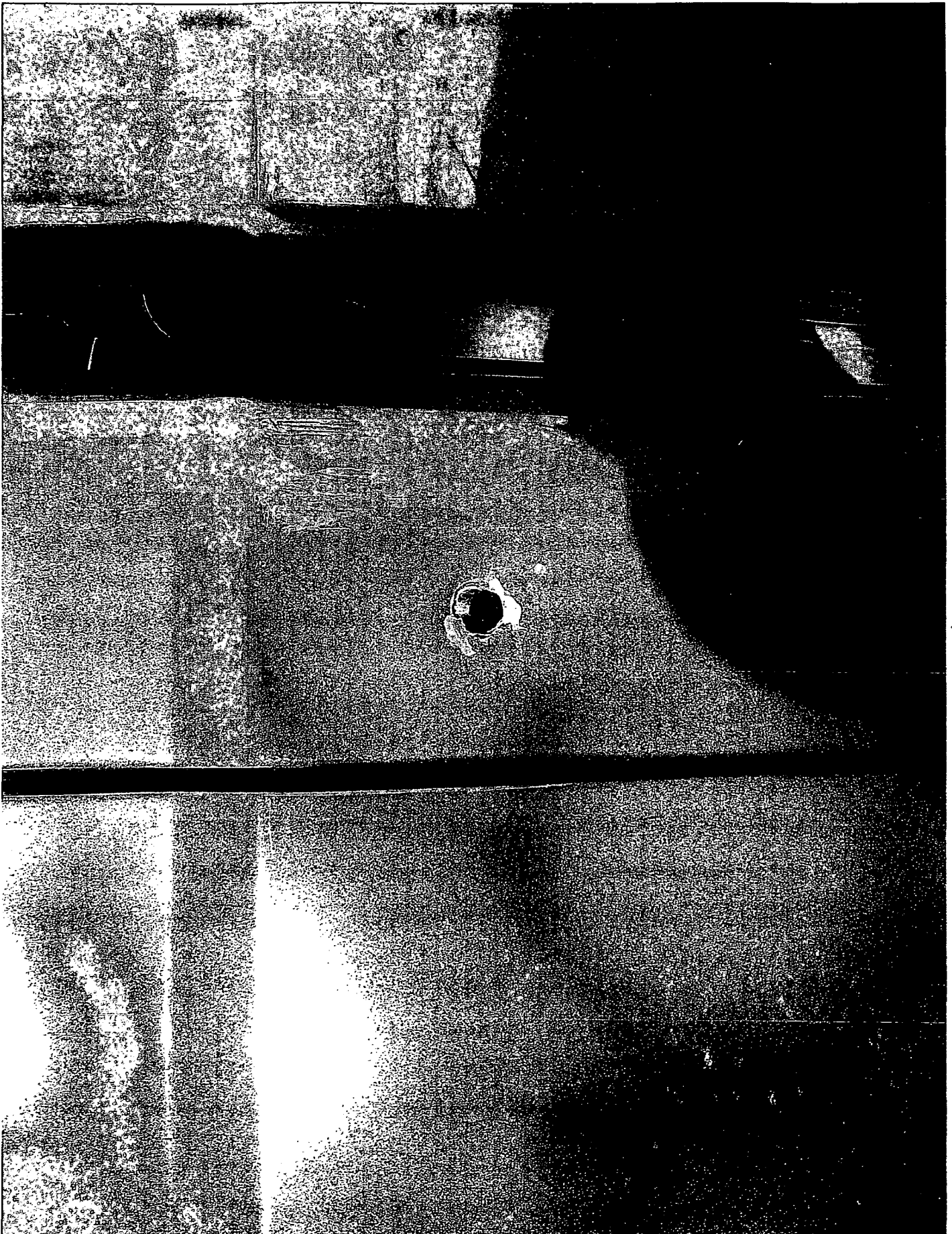
ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

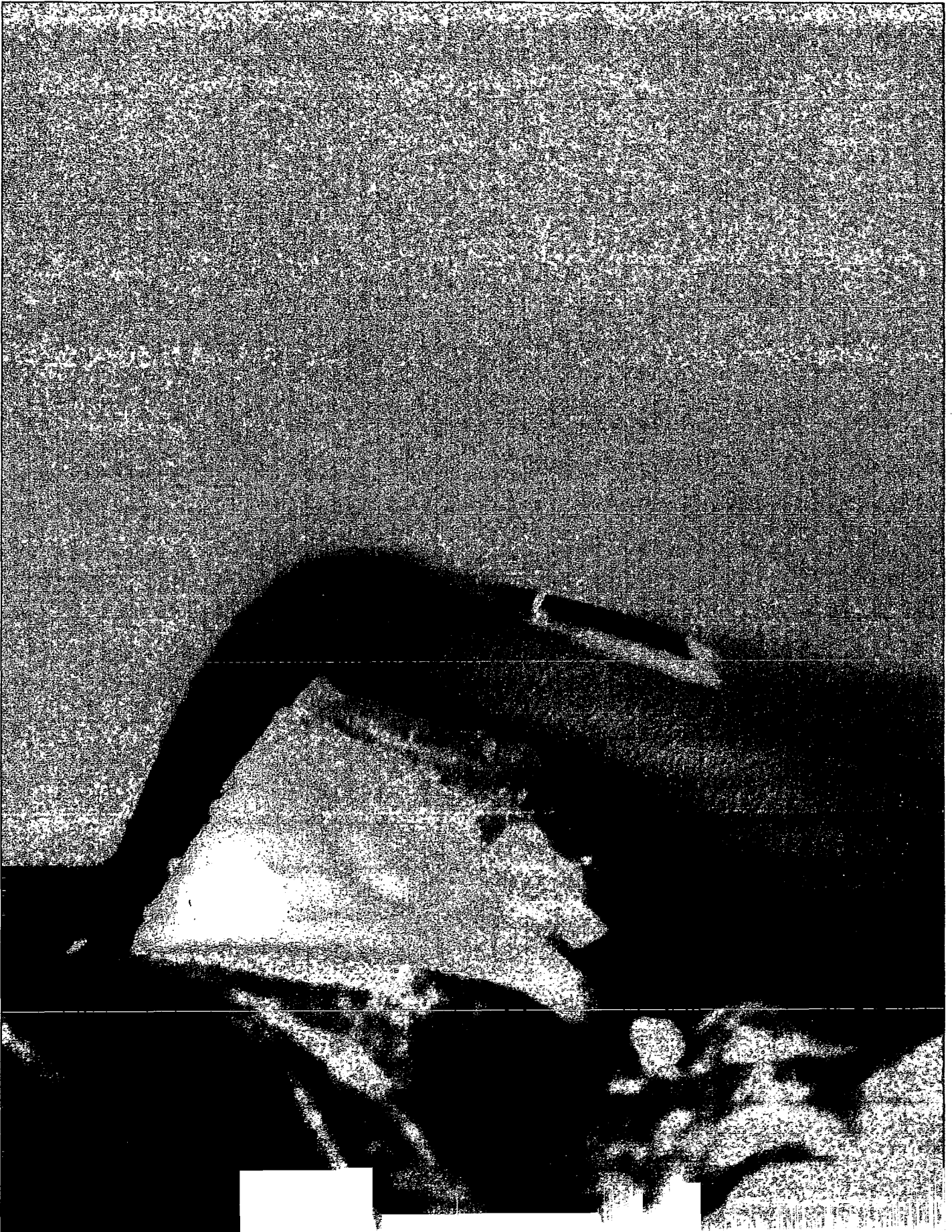
You are entitled to the return of all replaced parts, except warranty and exchange parts, but you must ask for them in writing before any work is done. If you authorize work by phone, the shop must keep any replaced parts, and make them available when you pick up the vehicle.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2ME08, CCC Data Date 10/01/2010, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.







10/27/2010 at 10:39 AM
98032

Job Number:

DAVIDSON AUTOMOTIVE GROUP
 License #:7101897 Federal ID #:161210184
 "WHERE GREAT SERVICE IS NO ACCIDENT"
 BOX 320
 WATERTOWN, NY 13601
 (315)782-4600 Fax: (315)222-7119

PRELIMINARY ESTIMATE

Written By: VERN KERNS #IA-539933
 Adjuster:

Insured: CHRISTOPHER RINARD
 Owner: CHRISTOPHER RINARD
 Address:

Claim #
 Policy #
 Deductible:
 Date of Loss:
 Type of Loss:
 Point of Impact:

Cellular: (315)777-1191

Inspect DAVIDSON AUTOMOTIVE GROUP
 Location: BOX 320
 WATERTOWN, NY 13601

Business: (315)782-4600

Insurance
 Company:

Days to Repair

2008 FORD F250 4X4 SUPERCAB 8-6.4L-TD 4D SHORT BLACK Int:
 VIN: 1FTSX21R78EA84626 Lic: 32069-JY NY Prod Date: 04/2007 Odometer: 15000
 Condition: Good

Intermittent Wipers	Dual Mirrors	Clear Coat Paint
Power Steering	Power Brakes	AM Radio
FM Radio	Stereo	Search/Seek
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
4 Wheel Disc Brakes	Rear Step Bumper	Trailer Package
6 Speed Transmission	4 Wheel Drive	Overdrive
Styled Steel Wheels		

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT DOOR					
2*	Rpr	RT Door shell w/o keyless			3.0		2.5
3		Add for Clear Coat					1.0
4*	Rpr	RT Outer panel w/o keyless			4.0		Incl.
5	R&I	RT Belt w'strip			0.3		
6	R&I	RT Mirror manual			0.3		
7	R&I	RT Handle, outside primed			0.3		
8	R&I	RT Door glass Ford			0.4		
9*	R&I	RT Belt w'strip			0.4		
10#	Repl	HAZARDOUS WASTE	1		5.00		
11#	Repl	CAR COVER	1		6.00	0.2	
12#	Repl	WELD THRU-PRIMER	1		2.50	0.2	
13#	Repl	PINSTRIPE TAPE	1		12.95	0.3	

Chris Binard Ref # 4912

Fulcher, Dell Marie

From: nards444@aol.com
Sent: Thursday, November 11, 2010 10:50 AM
To: Fulcher, Dell Marie
Subject: Fwd: Your order has been shipped.

Dell,

tomorrow I will email you my quote for the truck as soon as I get it scanned. Below is one receipt for a seat cover I had to purchase to replace where the bullet went out for \$213.28. I ordered it and replaced it my self to save money. Tomorrow I will also include pictures of my vehicle for your records. I want thank you and remington for making the situation right, and keeping a lifelong customer. Again thanks, and I will be looking for your release in the mail, and once you get that just mail me the check and I will take care of the rest on my end.

Thanks Chris

-----Original Message-----

From: parts@horizonford.com
To: nards444@aol.com
Sent: Wed, Nov 3, 2010 5:18 pm
Subject: Your order has been shipped.

Your order is in process for pickup from UPS or USPS or other means and the tracking information will be available later this evening or tomorrow morning.

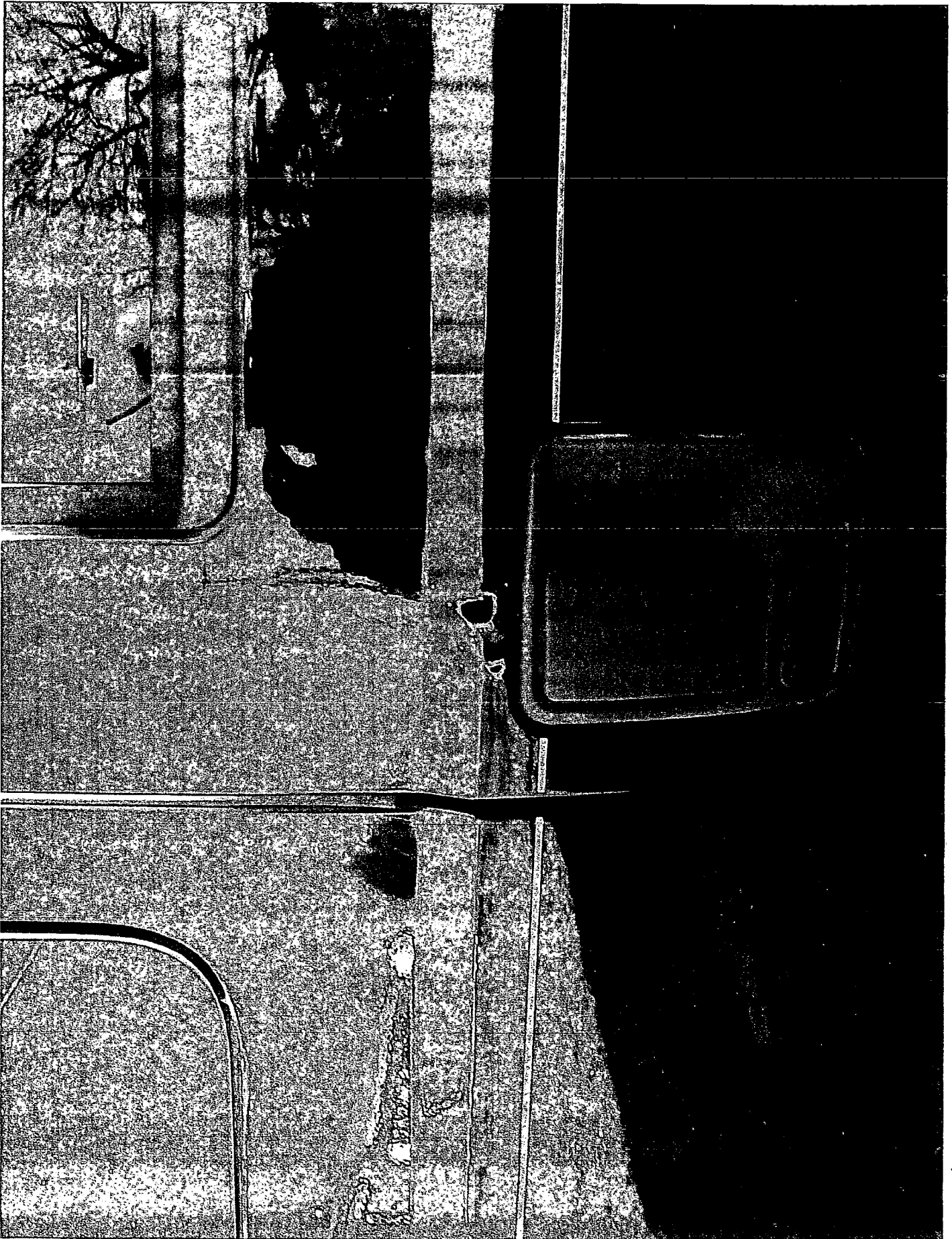
Thanks again for letting us help you with your Ford parts needs.
 Edward Olson
 Parts Manager

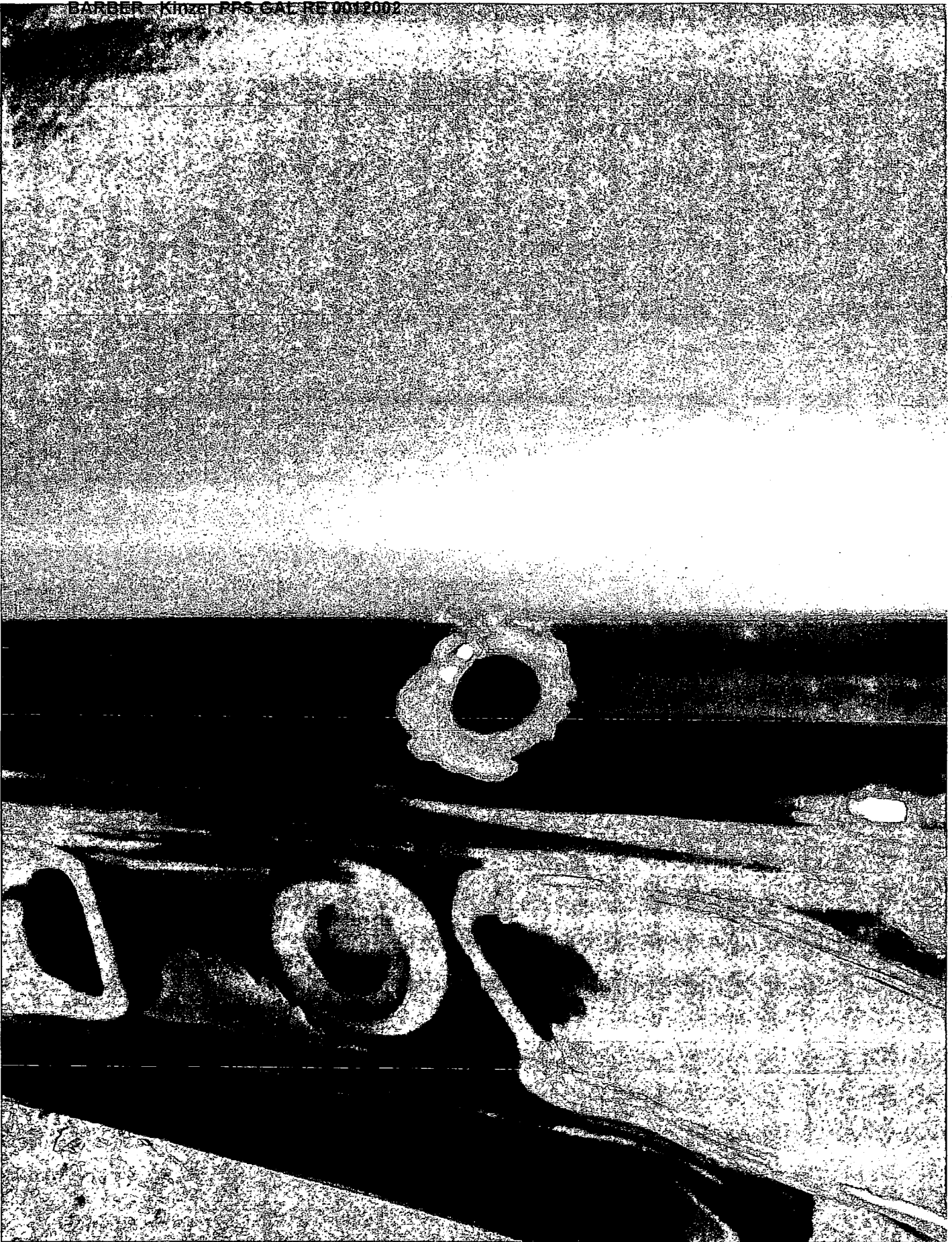
Order Number: 26007939 has shipped. Please note the tracking number and total order cost for your records.

Part number	Part Description	Quantity	Price	Total
8C3Z6D008A	Wire - 6.4 liter turbo diesel 2008 - 2010	1	\$73.60	\$73.60
8C3Z2562900BD	Stone Right - 40/20/40 seats 2008 - 2009	1	\$213.28	\$213.28
Sub Total			\$286.88	
Shipping			\$29.42	
Total			\$316.30	

For tracking information, click the link below and paste your tracking number into the designated area.
 UPS - 1Z9737520341654296 - <http://www.ups.com/tracking/tracking.html>

Thank you for choosing www.partsguyed.com for your Ford/Thnk/Linc parts needs!
 We really appreciate it!





Remington®

COPY/

November 16, 2010

11/16/10

mailed to customer.

Dell

Chris Rinard
157 Howe St.
Black River, NY 13612
Ph: 315-777-1191

Subject: #4912

Dear Mr. Rinard,

Please review the following Release. If you are in
it to a notary to be completed by them & you. Please mail back to me as soon as possible.

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

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 800-243-9700
Fax: 336-548-7872

df
enclosure

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

GENERAL RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I Chris Rinard, having an address at 157 Howe St. Black River, NY 13612, being of full age, in consideration of and upon receipt of reimbursement of \$4,390.04 & repair of rifle ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, INC., its parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors ("Releasees") from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever nature or kind, known and unknown, on account of, resulting, or which may result from an incident occurring on or about 10/23/2010 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 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 Releasees title to and ownership of the products alleged to be involved in my claim. The products alleged to be involved in my claim is/are listed below.

It is understood and agreed that this General Release 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. Neither of us will disclose the terms of this General Release to any third party, for any reason whatsoever, without the express prior written authorization of the other except as required by law.

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

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this _____ day of _____, 20____.

Notary signature: _____

Print Name

Signature

Products (serial numbers):
G6279768

Social Security Number or Driver's License #



ShipRequest™



Ship To: CHRIS RINARD
 Company:
 Address 1: 157 HOWE ST.
 Address 2:
 Address 3:
 City: BLACK RIVER
 State/Province: New York
 ZIP/Postal Code: 13612
 Country: United States
 email:
 Phone:
 Account: 36111-8820010
 Package Type: Package
 Address Type: Commercial
 Deliver By: Thu, November 18, 2010
 Package ID: 2100

Special Instructions:

LETTER ***** MUST BE DELIVERED THURSDAY, NOV. 18, 2010 *****
 *****OVERNIGHT DELIVERY*****

Sender Name: DELL MARIE FULCHER
 email:
 Prepared By: CATHY DODSON
 Phone: 336-548-8700

Date: 11-17-10 0 lb 2.3 oz		Base :\$	7.98
Acct # : 36111-8820010		Spc S:\$	2.07
Cust # : 0DL0000003922		Addl :\$	0.00
Zip/Zone: 13612 / 4			
Trk # : 796461175915		Total \$	10.05
Pkg ID #: 2100			
Service : FedEx Standard Overnight			

Remington®

Dell- As I said I will be on
vacation Please mail gun and
check on 29 Nov 10 ~~November 16, 2010~~ Thanks

Chris Rinard
157 Howe St.
Black River, NY 13612
Ph: 315-777-1191

Subject: #4912

Dear Mr. Rinard,

Please review the following Release. If you are in agreement with our terms, please take it to a notary to be completed by them & you. Please mail back to me as soon as possible.

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

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 800-243-9700
Fax: 336-548-7872

df
enclosure

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

GENERAL RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I Christopher M. Rinard
Chris Rinard, having an address at
157 Howe St. Black River, NY 13612
 being of full age, in consideration of and upon receipt of reimbursement of \$4,390.04 & repair of rifle ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, INC., its parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors ("Releasees") from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever nature or kind, known and unknown, on account of, resulting, or which may result from an incident occurring on or about 10/23/2010 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 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 Releasees title to and ownership of the products alleged to be involved in my claim. The products alleged to be involved in my claim is/are listed below.

It is understood and agreed that this General Release 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. Neither of us will disclose the terms of this General Release to any third party, for any reason whatsoever, without the express prior written authorization of the other except as required by law.

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

19 IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this day of November, 2010.

Notary signature:

Christopher M. Rinard
 Print Name

Christopher M Rinard
 Signature

NY - 196 031 105
 Social Security Number or Driver's License #

MICHELLE L. HOLMES
 NOTARY PUBLIC, STATE OF NEW YORK
 NO. 01HO6161845
 QUALIFIED IN JEFFERSON COUNTY
 My Commission Expires: 26 February 2011

Products (serial numbers):
G6279768

Fulcher, Dell Marie

From: King, Janice
Sent: Monday, December 13, 2010 10:51 AM
To: Fulcher, Dell Marie
Subject: RE: Chris Rinard - reimbursement check

Check went out on 12/9/10

From: Fulcher, Dell Marie
Sent: Monday, December 13, 2010 9:59 AM
To: Kessler, Cindy E.
Cc: King, Janice
Subject: Chris Rinard - reimbursement check
Importance: High

Good morning,
I'm checking on a reimbursement request that was sent over for Chris Rinard. It was a Product Service case. He sent me an email asking where it was.

Thanks,
Dell Fulcher | Consumer Affairs Administrator/Armorer School Administrator
Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or 336.548.7883

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms |
DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain
Khakis | EOTAC | Dakota Arms | Parker Gun

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Remington Arms Company, Inc.

Madison, NC 27025



Purchase Order No. _____
 Dell Marie Fulcher
 Name of Person Originating APV _____
 Product Service Ext 8686
 Location/Extension of Originator _____
 11/29/2010
 Date Prepared

Seller's Invoice No. _____ Date _____
 Pay To: Chris Rinard
 Street and No. 157 Howe St.
 City Black River State NY Zip Code 13612

% _____ Days; Net _____ Days or _____
 Desired Pay Date

Vendor Code 106248
 Pmt Method RUSH

Description		Total	
		Dollars	Cents
Refund of repair on damaged trucks per Dell Fulcher		4,390	04
Ref# 13612RinardChri	Repair# 209482		
	Serial # G6279768		
	Case# 4912		
Wire Transfer Information			
Bank:			
ABA:			
Pay to:			
Acct #:			
Distribution	The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.	Gross	
230145-8850050		4,390	04
		Discount	
		Net	
		4,390	04

Cost Element/Cost Center	The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.
Tax	
	Signed: 
	Signed: 
	Date: 11/29/2010

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: _____

Signed: _____

Date: _____

11/29/2010

For Treasury Use Only

Date Paid _____
 Reference No. _____
 Bank Acct _____
 USD Amt _____
 (If in Foreign Currency)

Remington Arms Company, Inc.


Madison, NC 27025

Purchase Order No.
 Dell Marie Fulcher
 Name of Person Originating APV
 Product Service Ext 8686
 Location/Extension of Originator
 11/29/2010
 Date Prepared

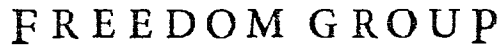
Seller's Invoice No. _____ Seller's Invoice Date _____
 Pay To: Chris Rinard
 Street and No. 157 Howe St.
 City Black River State NY Zip Code 13612

% _____ Days; Net _____ Days or _____
 Desired Pay Date

Vendor Code 106248
 Pmt Method Y

Description	Total	
	Dollars	Cents
Refund of repair on damaged trucks per Dell Fulcher Repair# 209482	4,390	04
Ref# 13612RinardChri Serial # G6279768		
Case# 4912		
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		
Distribution		
230145-8850050 Cost Element/Cost Center Tax		
The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness. Signed:  Signed: Date: 11/29/2010		Gross
		4,390 04
		Discount
		Net
		4,390 04

For Treasury Use Only	
Date Paid	
Reference No.	
Bank Acct	
USD Amt	
(If in Foreign Currency)	



FAMILY OF COMPANIES

PURCHASE REQUISITION

Date:	11/30/2010
Vendor Number	

VENDOR (PROVIDER) NAME	ADDRESS - CITY, STATE, ZIP:	
Chris Rinard	157 Howe St. Black River, NY 13612	

Cost Center - Element	230145-8850050
Budgeted ? (Y or N)	
Forecast ? (Y or N)	N
Timing of Service	

Comments:(why needed)	Settlement for a Product Service case
-----------------------	---------------------------------------

[illegible]

REQUESTED BY: Dell Marie Fulcher

APPROVED BY Dept Head: *James C. Evans*

APPROVED BY Off of CEO



