

Remington Arms Co., Inc.
Product Service
Legal Case #:2503

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		6/26/2008					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Chris	Harding	9915 Griffin Ct.	Windmere	FL	34786		C 321-287-6968

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut/ scar to eye				
PD	Cause:4079 Other - Unexamined		U	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

6/26/08-customer was getting ready to shoot gun, he switched the trigger from safe to fire and the gun went off. The scope hit him in the eye and left a scar. Incident happened a few months ago. He wants to settle this without anyone else (attorney) involved. Wants to get his gun replaced.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 Win.	27408	71122855		6/16/2003 11:00:00 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

6/27/08-sending box, ars, letter.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
6/24/08	few months ago			
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	Chris Harding			
Address	9915 Giffin Ct.			
City, St Zip	Windmere, FL 34786			
Home				
Cell	321-287-6968			
Work				
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident:				
want OK - scope hit in eye, scar				
wants to settle w/o anyone else involved				
wants gun replaced.				
doesn't want to get attorney involved				
BOX-				
AKS-				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	710/	71122855	
Date Purchased		Where Purchased		Original Owner
Ammunition Information				
Factory or Reloads				
Manufacturer				
Caliber				
Bullet type				
Bullet Weight				
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				



June 27, 2008

Chris Harding
9915 Griffin Ct.
Windmere, FL 34786

Subject: Model 710 Serial #71122855
RE: Case #2503

Dear Mr. Harding,

We were sorry to learn about the unfortunate incident you experienced with your Model 710. As I understand it, the rifle fired when you moved the safety to the fired position. We appreciate you contacting us so we can determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). 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. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in cursive script that reads "Laura Watson".

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

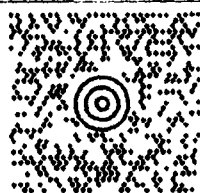
Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

CHRIS HARDING
9915 GRIFFIN CT
WINDERMERE FL 34786

12 LBS
RS

1 OF 1

SHIP TO:
PRODUCT SERVICES/FACTORY ONLY
REMINGTON ARMS CO., INC.
14 HOEFLER AVE
ILION NY 13357

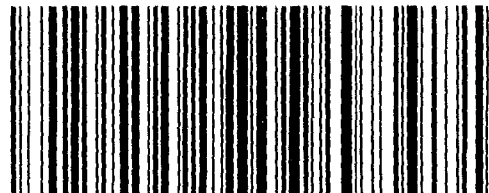


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6597 6695



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1:CHRIS HARDING/LW
REF 2:REF#71122855

WS 18.0.47

LP2442 72.0A 10/2007



International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage of Goods by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These Commodities, technology or software shall be exported from the U.S. in accordance with the Export Administration Regulations. Consignee agrees to U.S. law jurisdiction. For shipping dates, call 1-800-767-7892. United Parcel Service of America, Inc.

4XX596 JUN 26, 2008 ALL CURR USD
SERVICE GND COM ACT WT 12.0 LBS
TRACKING# 1Z4XX5969065976695
REF 1:CHRIS HARDING/LW
REF 2:REF#71122855

1 OF 1

Dodson, Cathy

From: Watson, Laura M.
Sent: Thursday, June 26, 2008 11:45 AM
To: Media Coordinator Schedule
Subject: ARS requests
Attachments: image001.jpg



www.remington.com

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

ARS LABEL REQUEST

DATE:	6/26/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	12
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXX
DESCRIPTION: REF: 71122855			

LABEL INFORMATION

MAIL LABEL TO:	Chris Harding 9915 Griffin Ct Windmere, FL 34786	4XX596 JUN 26, 2008 ALL CURR USD 1 OF 1 SERVICE GND COM ACT WT 12.0 LBS TRACKING# 1Z4XX5969065976695 REF 1: CHRIS HARDING/LW REF 2: REF#71122855												
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGs: <table style="width: 100%;"> <tr> <td>DV 0.00</td> <td>COD 0.00</td> <td>RS 0.50</td> </tr> <tr> <td>DC 0.00</td> <td>DG 0.00</td> <td>SD 0.00</td> </tr> <tr> <td>AH 0.00</td> <td>PR 0.00</td> <td>SP 0.00</td> </tr> <tr> <td colspan="2">TOT PUB CHG 9.44</td> <td>PUB+HANDLING 9.44</td> </tr> </table>	DV 0.00	COD 0.00	RS 0.50	DC 0.00	DG 0.00	SD 0.00	AH 0.00	PR 0.00	SP 0.00	TOT PUB CHG 9.44		PUB+HANDLING 9.44
DV 0.00	COD 0.00	RS 0.50												
DC 0.00	DG 0.00	SD 0.00												
AH 0.00	PR 0.00	SP 0.00												
TOT PUB CHG 9.44		PUB+HANDLING 9.44												

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

6/26/2008

PS 10208