

Remington Arms Co., Inc.
 Product Service
 Legal Case #:4839

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/25/2010		10/24/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Marshal	Glass	15980 Ovil Rd.	Hopkinsville	KY	42240		C 270-348-1049 E marshalglass@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		Unknown
S	Concern:1007	Fired on Safe Release		
C	FSR			

10/25/10: Customer called in. He stated that he just bought the rifle & when he takes it off safe - it will fire. He has only done this while the rifle is unloaded. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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/Replacement Cost	Repair/Replacement Date				

10/25/10: Customer wants the ARS label, letter, & form emailed to him. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Remington®

10/25/10 2:53pm ET
Emailed letter & form to
customer. Cathy D. will
email A&S label later.

October 25, 2010

Dell

Marshal Glass
15980 Ovil Rd.
Hopkinsville, KY 42240
Ph: 270-348-1049

Subject: # 4839

Dear Mr. Glass,

You will receive a pre-paid shipping label for UPS in a separate email.

Please include a copy of this letter 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". Fred 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

df
enclosure

[COPY]

October 25, 2010

Marshal Glass
15980 Ovil Rd.
Hopkinsville, KY 42240
Ph: 270-348-1049

Subject: # 4839

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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

PS 12697



Factory Repair Form

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NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: _____		Serial Number: _____	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: _____		Date of Purchase: _____	
Address (no PO Boxes): _____			
City: _____		State: _____	Zip: _____
Phone (Daytime): _____		Fax: _____	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) _____			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 100px; width: 100%;"></div>			
:500 characters left			
Ammunition Information:			
Manufacturer: _____		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: _____			
How often do you clean the bore? (Months or Number of rounds): _____			
How often do you clean the action? (Months or Number of rounds): _____			
How often do you clean the trigger assembly? (Months or Number of rounds): _____			
Brand of lubricant used: _____			
How often do you lubricate the bore? (Months or Number of rounds): _____			
How often do you lubricate the action? (Months or Number of rounds): _____			

How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p>Ⓢ 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. :: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: 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>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.</p>

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Fulcher, Dell Marie

From: postmaster@remington.com
To: marshalglass@yahoo.com
Sent: Monday, October 25, 2010 2:54 PM
Subject: Relayed: Marshal Glass - Ref# 4839

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

marshalglass@yahoo.com

Subject: Marshal Glass - Ref# 4839

Email

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/25/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL	XXXXXX	I WILL MAIL	
DESCRIPTION:	Ref# 4839 Rifle		

LABEL INFORMATION

MAIL LABEL TO: Marshal Glass 15980 Ovil Rd. Hopkinsville, KY 42240 Ph: 270-348-1049 Email: marshalglass@yahoo.com	Please email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 OCT 25, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969086552742
 REF 1: MARSHAL GLASS/CD/DMF
 REF 2: 4839/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	RS 1.00
DV 0.00	CGD 0.00	SD 0.00
DC 0.00	OGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.28
TOT PUB CHG 9.28		

marshalglass@yahoo.com