

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:5709

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/19/2011		1/15/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Josh	Tilman	811 W. 3rd St.	Forest	MS	39074		W 601-573-6009 E tilman1800@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			

1/19/11: Customer called in. He stated he had FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	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				

1/17/11: Emailing letter & form. Media Coord. will email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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# Remington®

*Emailed to cust.*

January 19, 2011

Josh Tillman  
811 W. 3<sup>rd</sup> St.  
Forest, MS 39074  
Ph: 601-573-6009  
Email: tillman1800@yahoo.com

Ref: # 5709

Dear Mr. Tillman,

You will receive a shipping label for UPS by email in 2-3 business days. 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 box with "Product Service". Product Service 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

enclosure

**[COPY]**

January 19, 2011

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Forest, MS 39074  
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enclosure

<p align="center"><b>Model</b></p> <p>Number: <input type="text"/></p>		<p align="center"><b>Serial</b></p> <p>Number: <input type="text"/></p>	
<p align="center">Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO</p>			
<p>Name: <input type="text"/></p>		<p>Date of Purchase: <input type="text"/></p>	
<p align="center">Address (no PO Boxes):</p> <p><input type="text"/></p>			
<p>City: <input type="text"/></p>		<p>State: <input type="text"/></p>	<p>Zip: <input type="text"/></p>
<p>(Daytime) Phone: <input type="text"/></p>		<p>Fax: <input type="text"/></p>	
<p>E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/></p>			
<p align="center"><b>E-mail Address:</b></p> <p><input type="checkbox"/> I would like to receive future e-mail updates from Remington.</p>			
<p align="center"><b>Please describe your problem and date of occurrence:</b></p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <p align="right">500 characters left</p>			
<p align="center"><b>Ammunition Information:</b></p>			
<p>Manufacturer: <input type="text"/></p>		<p>Type: <input type="text"/></p>	
<p>Other (i.e. bullet weight/type, shot size, powder): <input type="text"/></p>			
<p align="center"><b>Handload Information:</b></p>			
<p>Powder Used: <input type="text"/></p>		<p>Powder Weight: <input type="text"/></p>	
<p>Case/Hull Used: <input type="text"/></p>		<p>Primer Used: <input type="text"/></p>	
<p>Bullet Type/Shot Size: <input type="text"/></p>		<p>Reloader Used: <input type="text"/></p>	
<p align="center"><b>Firearms Care (Cleaning and Lubrication):</b></p>			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
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? <input type="text"/>
What were the services performed?) <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to:  <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoeffler Avenue</b>  <b>Ilion, NY 13357</b></p>
<p><input type="checkbox"/> <b>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.</b></p> <p style="text-align: center;">:: 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</p>

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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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.

Fulcher, Dell Marie

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From: postmaster@remington.com  
To: tillman1800@yahoo.com  
Sent: Wednesday, January 19, 2011 9:38 AM  
Subject: Relayed: Message relayed (tillman1800@yahoo.com)

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

[tillman1800@yahoo.com](mailto:tillman1800@yahoo.com)

Subject:

# Remington

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	1/19/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION:	Ref # 5709 rifle		

### LABEL INFC

tillman1800@yahoo.com

MAIL LABEL TO: Josh Tillman 811 W. 3 <sup>rd</sup> St. Forest, MS 39074 Ph: 601-573-6009 Email: tillman1800@yahoo.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

PLEASE	E-MEDIA COORDINATOR	
4XX596	JAN 19, 2011	ALL CURR USD 1 OF 1
SVC GNOCOM	ACT WT 10.0 LBS	
TRACKING# 1Z4XX5969066254105		
REF 1: JOSH TILLMAN/CD/DMF		
REF 2: 5709/RIFLE		
HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COO 0.00	SVC T/P USD
DC 0.00	OSD 0.00	RS 1.00
AH 0.00	PR 0.00	SS 0.00
TOT PUB CHG 10.50	PUB+HANDLING	SP 0.00
		10.50