

Remington Arms Co., Inc.

Product Service

Legal Case #:5087

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/15/2010	1/26/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Abbott Farm Suppliers	Seth	Abbott Farm Sup	445 S. Main St	Halifax	VA	24558		W 434-476-7333 F 434-476-6112

Incident Information

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

11/15/10 Per call from Seth at Abbott, his customer has loved his 700 XHR earlier this year but has had it fire when releasing the safety. Seth has been able to duplicate it and wants to send it for inspect for the owner.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	84402	G6893334		8/28/2009 1:39:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT CENTER, INC		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

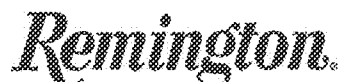
Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Closed case, duplicate. See 5156						
	Repair/Replacement Cost	Repair/Replacement Date				

11/15/10 Faxing ARS.cm 1/26/11 Closing this case, duplicate opened by Ilion. See case 5156, Repair 210945.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE PRINT NAME			
MEDIA COORDINATOR TO MAIL		I will fax to them at: 434-476-6112	
		I WILL MAIL	
DESCRIPTION:			
700 G3893334			

LABEL INFORMATION

MAIL LABEL TO:	Abbott Farm Suppliers 445 S. Main St Halifax, VA 24558
	I will fax to them at: 434-476-6112
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066935790
REF 1: ABBOTT FARM SUPPLIERS/CD/CM
REF 2: 700/G3893334

HANDLING CHARGE 0.00		SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	CGD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.20
TOT PUB CHG 8.20		



November 15, 2010

Abbott Farm Supplies
445 S. Main St
Halifax, VA 24558

Subject: #5087, Model 700

Dear Seth,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

SHIP TO:
ATTN: PRODUCT SERVICE
REMINGTON ARMS CO., INC.
14 HOEFLE AVE.
ILION NY 13357

CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: ABBOTT FARM SUPPLIERS/CD/CM
REF 2: 700/G3893334

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS
This document is a receipt only and you are deemed to have accepted the contract of carriage with UPS and the customer's purchase. The contract of carriage is a legal document and it is your responsibility to ensure that the goods are properly packed and labeled. You are responsible for any damage to the goods resulting from negligence or any other cause, delay, or damage to goods.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6693 5790



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ABBOTT FARM SUPPLIERS
445 S MAIN ST
HILLFAX VA 24658

10 LBS

1 OF 1

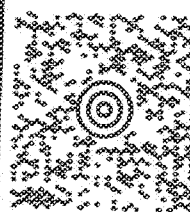
SHIP TO:

ATTN: PRODUCT SERVICE
REMINGTON ARMS CO., INC.
14 HOEFLE AVE.
ILION NY 13357

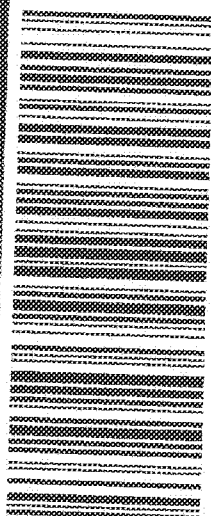
RS

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6693 5790



NY 135 0-01



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: ABBOTT FARM SUPPLIERS/CD/CM
REF 2: 700/G3893334

MS 12.8.17

L.P.2462 89 09 10/2012

THIS RECEIPT IS A RECEIPT ONLY AND DOES NOT GUARANTEE THE QUALITY OF THE GOODS. IT IS THE CUSTOMER'S RESPONSIBILITY TO INSURE THE GOODS AGAINST LOSS OR DAMAGE. UPS IS NOT RESPONSIBLE FOR ANY DAMAGE TO GOODS OR LOSS OF GOODS RESULTING FROM NEGLIGENCE OR ANY OTHER CAUSE, DELAY, OR DAMAGE TO GOODS.

Remington®

FACSIMILE TRANSMITTAL SHEET

To: Seth Date: 11/15/10

Company: Abbott Farm Supplies From: Christy Mitchell

Fax No.: 434-476-6112 Fax No.: _____

Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS:

PRIVILEGED AND CONFIDENTIAL

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TRANSMISSION VERIFICATION REPORT

TIME : 11/15/2010 15:39
NAME :
FAX : 3355487823
TEL :
SER. # : BRDC8J148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

11/15 15:39
14344756112
00:00:33
03
OK
STANDARD
ECM

Remington.

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