

Remington Arms Co., Inc.
Product Service
Legal Case #:5669

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/17/2011	11/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brian	Croyle	95 Jasmine Hill Tr.	Wetumpka	AL	36093		H 334-567-3177 C 334-315-3525

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064 Not Examined by Product Service		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

1/17/11: Customer called in. He stated that he was shooting rifle last spring & had a FSR at the range. No damage, No injury. He saw the tv show & feels that we do have an issue & he fully expects us to replace the trigger for free & refund him for scope removal & remount. He stated gun has only had 5 shells through it & he has never cleaned it. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	29703	C6877035		5/17/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS		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

Gun has not been
returned to Ilion

Repair/Replacement Cost	Repair/Replacement Date

1/17/11: Sending ARS, letter, form, box. Box order# 1178123. df 1/25/11: Cust. called. He stated that he could not ship his gun in the box we sent to him. He will send the gun in his own box but he stated that if the gun comes back in our box damaged - he wants us to replace the gun. He also wants us to refund for scope removal & re-mount. I made no promises. df 11/15/11: Gun has not been returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/17/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5669 rifle			

LABEL INFORMATION

MAIL LABEL TO: Brian Croyle 95 Jasmine Hill Tr. Wetumpka, AL 36093 Ph: 334-567-3177
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 18, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067319589
REF 1: BRIAN CROYLE/CD/CMF
REF 2: 5669/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.36	PUB+HANDLING	9.36