

Remington Arms Co., Inc.
Product Service
Legal Case #:4837

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/25/2010	9/22/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Lowry	PO Box 1728 5598 W. Woodlawn St.	Dunnellon	FL	34430/3443		H 352-465-7600

Incident Information

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

10/25/10: Customer called into call center. Eric A. sent me an email. Customer stated that he had FSR twice some years ago. Wants a new trigger put into gun. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/458 LOTT	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
Not examined by PS						

Repair/Replacement Cost Repair/Replacement Date

10/25/10: Sending ARS, letter, & form. df 11/16/10: Received ltr, form, & ARS back from post office. Sticker on envelope said Return to Sender Refused Unable to Forward. I called cust. & left voice mail to call me. df 11/17/10: Wife called me back. She provided the PO Box address. Mailed info back out. df 9/22/11: Not examined by PS. File closed. df

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:	10/25/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4837 Rifle			

LABEL INFORMATION

MAIL LABEL TO: James Lowry 5598 W. Woodlawn St. Dunnellon, FL 34433 Ph: 352-465-7600
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

44-680 OCT 25 2010 RI: CORE USE 1 OF 1
SVC: CACON PCT: 10 0 100
DESCRIPTION: 124X45-200S 18-150
REF: 1 JAMES LOWRY CO-ONE
REF: 2:4837/RIFLE

-BND: INC CHARGE 2 00
-PRICE-PIECE PDC: 0.00
BY: 0 00 CLO 0 00 SVC: 10 100
DC: 0 00 DUC 0 00 RS: 0 00
SH: 0 00 PH: 0 00 SD: 0 00
TOL: 0 00 PDC: 0 00 SP: 0 00
TOL: 0 00 PDC: 0 00