

Remington Arms Co., Inc.
Product Service
Legal Case #:6859

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|-----|-------------|-----------------|-------------|---------------|---------|-----|----------|
| n/a | | 11/16/2011 | 7/5/2012 | 11/15/2011 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-------------------|-------------|-------|-------|-----|--|
| Incident | | Jesse | Carter | 70 Yarber Hill Dr | Chickamauga | GA | 30707 | | C 423-618-0445 E jesseccarter27@gmail.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|-----------------------------|--|-------------------|----------------|
| PI | | | | |
| PD | Shot a hole in bed of truck | Cause:4064 Not Examined by Product Service | | Unknown |
| S | Fired on Safe | Concern:1028 Fired With Safe ON | | |
| C | | | | |

11/16/11: Customer called in. He stated he was using rifle on 11/15/11 & when he layed it in his truck bed - it fired with the Safe on & shot a hole in the bed of his truck. No injury. He wanted to know if we would pay for the truck repair. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|-------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 770/270 WIN | 85632 | 71538704 | | 6/2/2009 11:41:53 PM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | WAL-MART SUPERCENTER 1458 | | Y | | | |

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|---------------------------|-------------------------|--------------|---------------|-----------------|----------------|---------------|
| Gun not returned to Ilion | | | | | | |
| Repair/Replacement Cost | Repair/Replacement Date | | | | | |

11/16/11: Customer will receive ARS & forms by email. df 7/5/12: Gun not returned to Ilion. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|---------|
|------|----------|------|---------|

Remington®

November 16, 2011

Jesse Carter
70 Yarber Hill Dr.
Chickamauga, GA 30707
Phone: 423-618-0445
Email: jesseccarter27@gmail.com

Ref: # 6859, Model 770, Serial # 71538704

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

| | | | |
|---|--|--|----------------------------------|
| Model Number: <input type="text"/> | | Serial Number: <input type="text"/> | |
| Name: <input type="text"/> | | Date of Purchase: <input type="text"/> | |
| Address (no PO Boxes): <input type="text"/> | | | |
| City: <input type="text"/> | | State: <input type="text"/> | Zip: <input type="text"/> |
| Phone (Daytime): <input type="text"/> | | Fax: <input type="text"/> | |
| E-mail Address: <input type="text"/> | | | |
| Please describe your problem: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div> | | | |
| NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. | | | |
| <input type="checkbox"/> 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. :: 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. :: 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. <div style="text-align: center;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div> | | | |

ARS LABEL REQUEST FORM

| | | | |
|---------------|------------|---------------------|------------|
| DATE: | 11/16/2011 | Service Request # | SR00004045 |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 LBS |
| REQUESTED BY: | fulcherdm | email address: | |

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.remington.com

LABEL INFORMATION

MAIL LABEL TO:

JESSE CARTER
70 YARBER HILL DR
CHICKAMAUGA, GA 30707 US
SR00004045

Email: jessecarter27@gmail.com

RETURN ITEM TO:

ILN

Arms Services



4X596 NOV 17, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066522271
REF 1:SR00004045
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.11 PUB+HANDLING 10.11

ATTN: Product Service