

Remington Arms Co., Inc.
Product Service
Legal Case #:5389

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/10/2010	2/27/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Pascal	2086 Spring Garden Rd.	New Bern	NC	28562		H 252-639-9975

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			

12/10/10: Customer called in. He had a FSR with his rifle. He did buy it used & stated the trigger felt light. He stated that he called into Consumer Dept. earlier this week & was on hold for a long time then was told by a CSR that he would have to pay for repair because it sounded like the trigger had been altered outside of the factory. He stated that he then spoke w/John L. in Consumer & was told that everything would be taken care of. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	26917	T6214774		11/14/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	COLONIAL GUN SHOP INC		N			

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				

12/10/10: Sending ARS, ltr, form. df 2/27/12: Gun not returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5389 rifle			

LABEL INFORMATION

MAIL LABEL TO: Robert Pascal 2086 Spring Garden Rd. New Bern, NC 28562 Ph: 252-639-9975
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067655653
REF 1: ROBERT PASCAL/CD/DMF
REF 2: 5389/RIFLE

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