

Remington Arms Co., Inc.
Product Service
Legal Case #:7457

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		2/28/2012		12/13/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mitchell	York	273 Allison Rd.	Seneca	PA	16346		H 814-673-2735 E myork@pa.gov

Incident Information

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

2/28/12: Customer called in. He stated that his 11 year old son was using rifle on 12/13/11 & had a FSR. Customer stated his son may never hunt again. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	C6208393		11/5/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPORTING GOODS		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
	Repair/Replacement Cost	Repair/Replacement Date				

2/28/12: Emailing ARS & forms to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Remington®

February 28, 2012

Mitchell York
273 Allison Rd.
Seneca, PA 16346
Phone: 814-673-2735
Email: myork@pa.gov

Ref: # 7457, Model 700, Serial # C6208393

You will receive a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination in a separate email.

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

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

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>			

Fulcher, Dell Marie

From: postmaster@remington.com
To: myork@pa.gov
Sent: Thursday, March 01, 2012 2:29 PM
Subject: Relayed: Mitchell York - Remington Ref# 7457

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

myork@pa.gov

Subject: Mitchell York - Remington Ref# 7457

ARS LABEL REQUEST FORM

DATE:	03/01/2012	Service Request #	SR00014215
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
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LABEL INFORMATION

MAIL LABEL TO:	MITCHELL YORK 273 ALLISON RD. SENECA, PA 16346 US SR00014215 Email: myork@pa.gov
RETURN ITEM TO:	ILN Arms Services

4XX696 MAR 1, 2012 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX6969066933881 ALL CURRENCY USD
REF 1:SR00014215
REF 2:

HANDLING CHARGE 0.00 FRT: 3RD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00
AH 0.00 PR 0.00 ROD 0.00
TOT PUB CHG 9.16 PUB + HANDLING 9.16

ATTN: Product Service