

Remington Arms Co., Inc.
Product Service
Legal Case #:8174

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
293165	12/14/2012	11/16/2012	11/5/2013	11/12/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frederick	Etcheverry	5507 S.E. 32nd	Des Moines	IA	50320		C 515-661-3717 E fred.etcheverry66@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in wall and couch	Cause:4038	Could Not Duplicate Concern		Unknown
S	Concern:1020	Fired on Bolt Opening		
C				

11/16/12 Per call from Frederick, on Monday he bought a new 770 from Bass Pro and had loaded it and was working the action. He remembered he had one round still in the magazine and was going to unload it and when opening the bolt it fired. The safety was on and his finger was not on the trigger. It put a hole in his wall and couch.cm 1/4 Etcheverry said he did not disassemble the firing pin. If it came from the factory disassembled that we should cover damages.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 WIN MA	85648	M71868661	DG	9/26/2012 11:23:42 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	SCOPE,RINGS,BASE	Y			

CONCERN: FBO

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/770/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Release - \$2,031.64 reimbursement for damages - Frederick Etcheverry	Y	10/23/2013	\$2,031.64		11/5/2013	

Repair/Replacement Cost	Repair/Replacement Date
----------------------------	----------------------------

\$27

11/16/12 Mailing ARS.cm 1/4/13 Called Etchevery to let him know we could not duplicate issue after reassembling the firing pin and would not cover property damage.cm 1/7 Emailed Ilion to check tamper evident seals are in place and add that to the pictures.cm 1/11/13 Spoke with D. Watkins, ok'd covering cost of repairs. Called Etchevery and he will send quote for car repair and couch. I already have wall repair receipt. We will assemble and test the 770. Will send release to be signed.cm 2/11/13 Rec'd estimate to repair Mustang, \$1861.64. Waiting for cost of couch repair/replacement.cm 2/13/13 Etchevery sent an email to the neighbors asking for a receipt.cm 3/5/13 Per email from D. Watkins, create release for Etchevery for the car and wall repair. Will need to create one for the neighbor when they turn in a receipt for the couch and make payment to the neighbor directly for the couch.cm 3/14/13 Spoke with Frederick and he has not received my email with release attached. I will print and mail. The neighbor will be replacing the couch and will send a receipt soon.cm 10/31/13: Mr. Etchevery mailed his Release back signed & notarized. He wrote a sentence on the Release pertaining to his address and Catherine Wall approved it. G-408 submitted to Derek Watkins for approval, \$2,031.64. There is no mention of what to do with the rifle so I emailed Ilion to repair at n/c & return to the customer. df 11/11/13: Kris Carson approved the G-408 & a copy was sent over to A/P Dept for processing. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	REASSM THE FIR PIN FOR EXAMINATION
Barrel	Description		24" 300 WIN MAG
	Date Code		DG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	HEADED WITH X-MAX PLUGS ONLY

	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	REC'D WITH FIR PIN UNASSM NO DAMAGE TO FIR PIN
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	SEALANT NOT PRESENT
	Sub-Assembly	Other Remington	

Remington Arms Company, LLC

Madison, NC 27026

ORIGINAL

COPY

Purchase Order No. _____
 Best Mass Fulfillment
 Name of Person Originating APY
 Consumer Affidavit, Ext 8686
 Location Extension of Originator
 11/5/2013
 Date Prepared

Serial's Invoice No. _____
 Sales Invoice
 Date _____
 Pay To: Frederick Elcheverry
 Street and No. 5507 SE 32nd
 City Des Moines State IA Zip Code 50319

No. _____ Days: Net _____ Days or _____
 Desired Pay Date

Version Code 106248
 Print Method RUSH

Description	Total	
	Dollars	Cents
Reimbursement for damages per Legal Release	2,031.44	
Ref# 50326Elcheverry/Frederick		
Repair 293165		
Case# 8174		
Wire Transfer Information		
Bank:		
ABA		
Pay to		
Acct #		
Confirmation		
238145.8856036		
Cost Element/Code Center		
Tax		
The original signatures, identification and that all required verifications and references have been properly made and that necessary payable details (amount, signature, address, etc.) are correct.		
Signed: <u>[Signature]</u>		
Signed:		
Date: <u>11/05/13</u>		
	2,031.44	

For Treasury Use Only
 Date Paid _____
 Reference No. _____
 Bank Acct _____
 USD Amt _____
 U.S. Foreign Currency

Ref# 8174

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS:

That I Frederick Etcheverry, having an address of 5507 S.E. 32nd, Des Moines, IA 50320 being of lawful age, in consideration of and upon receipt of a check in the amount of \$2,031.64 for repair of the Mustang and hole in the wall as well as assembly and inspection of the 770 rifle at no charge ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, LLC its/their parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors and any other persons or entities ("Releasees") from all debts, claims, demands, damages, costs, expenses, injuries, actions and causes of action whatsoever nature or kind, whether known or unknown, on account of, resulting, or which may result from an incident or incidents occurring in or about Nov 12, 2012 which I have alleged was caused while using products manufactured and/or sold by Releasees.

Releasing all claims to my property at 5507 SE 32nd Street, Des Moines, IA 50320.

I further state that receipt by me of the Consideration described above constitutes a full and complete release and settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists.

It is understood and agreed that this Release of All Claims is not and shall not be considered an admission of liability for any violation of any law, statute or regulation, any breach of contract, actual or implied, or any commission of any tort on the part of Releasees, by whom such liability is expressly denied.

I will not disclose the terms of this Release of All Claims to any third party, for any reason whatsoever, without the express prior written authorization of the Releasees or as may otherwise be required by law.

I acknowledge that I have carefully read and understand the contents of this Release of All Claims and sign the same as my own free act.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this 23rd day of October, 2013.

Frederick R Etcheverry
Print Name

[Signature]
Signature

REDACTED REDACTED

Social Security number or Driver's License #

Notary signature: Vivian Jack

Products alleged to be included in claim(s):
Remington 770, ser #M71868661



Remington®

COPY

March 5, 2013

Frederick Etcheverry
5507 S.E. 32nd
Des Moines, IA 50320

Ref # 8174

Dear Mr. Etcheverry,

Please review the following Release of All Claims. If you are in agreement with our terms, please take it to a notary to be completed by them & you.

Send the original Release form with live signatures to my attention at the following address:

Remington Arms Co., LLC
Attn: Christy Mitchell/Consumer Affairs Administrator
PO Box 700
Madison, NC 27025-0700

I apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

Sincerely,
Christy Mitchell
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 336-548-8684
Fax: 336-548-7872

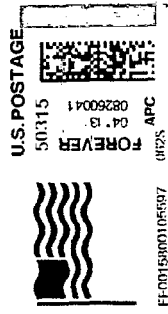
cm
enclosure

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

PS 31095

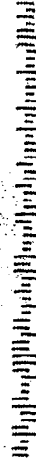
Etcheverry
5807 SE 32nd Str.
Des Moines, IA 50320

DES MOINES
IA 503
28 OCT 2013
PM 3 L



Remington Arms Co. LLC
Attn: Christy Mitchell/Consumer Affairs
Administrator
PO Box 700
Madison, NC 27025-0700

27025070000



**Proposal**

PROPOSAL NO.

SHEET NO.

DATE

PROPOSAL SUBMITTED TO:

WORK TO BE PERFORMED AT:

NAME <u>Melissa Etzheverny</u>	ADDRESS <u>5507 SE 32nd Street +</u>
ADDRESS <u>Des Moines, IA 50320</u>	<u>5513 SE 32nd Street</u>
	DATE OF PLANS
PHONE NO. <u>515-897-8885</u>	ARCHITECT

We hereby propose to furnish the materials and perform the labor necessary for the completion of _____

patch holes due to bullet hole

3156

11-13-13

Tim Petticord

one hundred seventy dollar and no/100

☐ TAX DEDUCTIBLE ITEM

☒ Track Your Expenses...

<input type="checkbox"/> Auto/Travel	<input type="checkbox"/> Education	<input type="checkbox"/> Medical/Dental
<input type="checkbox"/> Business	<input type="checkbox"/> Entertainment	<input type="checkbox"/> Savings
<input type="checkbox"/> Charities	<input type="checkbox"/> Food	<input type="checkbox"/> Taxes
<input type="checkbox"/> Clothing	<input type="checkbox"/> Home	<input type="checkbox"/> Utilities
<input type="checkbox"/> Dependent Care	<input type="checkbox"/> Insurance	<input type="checkbox"/> Other

BAL. FOR'D	
ITEM AMOUNT	170.00
BALANCE	
DEPOSIT	
FOR'D	

Memo _____

For enhanced security your account number will not be printed on this copy

NOT NEGOTIABLE

All material is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of 170.00Dollars (\$ 170.00) with payments to be made as follows.

Any alteration or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

Respectfully
submitted
Per _____Petticord Restoration

Note - this proposal may be withdrawn by us if not accepted within ____ days.

ACCEPTANCE OF PROPOSAL

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

Signature _____

Signature _____

Date _____

2012 FORD MUSTANG GT 2DOOR COUPE
CD LOG NO 54017-1

I 0405	07 PANEL, QUARTER	LT REPAIR		1.0*1
L 0405	PANEL, QUARTER	LT REFINISH		3.2 4
		2.7 SURFACE		
		0.5 TWO STAGE		
E 0413	GLASS, QUARTER TINT	LT AR3Z6329711A	369.17	1.9 1
RI0090	TAILLAMP ASSEMBLY	LT R&I ASSEMBLY		0.8 1
N 0566	REAR BUMPER COVER	R&I ADDNL LABOR OPERA		3.0*1
	DROP LT SIDE	FOR REFINISH		
L M17	COVER CAR EXTERIOR	REFINISH	10.00*	INC*4*
SBM60	HAZARD. WSTE. REM.	SUBLET REPAIR	4.00*	*1*

11 ITEMS

MC MESSAGE(S)
07 STRUCTURAL PART AS IDENTIFIED BY I-CAR
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS				465.47
OTHER PARTS				10.00
PAINT MATERIAL				234.60
PARTS & MATERIAL TOTAL				710.07
TAX ON PARTS & MATERIAL @		6.000%		42.60
LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	54.00	3.4	9.0	669.60
2-MECH/ELEC	95.00			
3-FRAME	58.00			
4-REFINISH	54.00	6.9		372.60
5-PAINT MATERIAL	34.00			
LABOR TOTAL				1,042.20
TAX ON LABOR		@	6.000%	62.53
SUBLET REPAIRS				4.00
TAX ON SUBLET		@	6.000%	0.24
TOWING				
STORAGE				
GROSS TOTAL				1,861.64
NET TOTAL				1,861.64

SHOPLINK U3246 ES CD LOG 54017-1 DATE 02/09/13 12:16:57AM R6.37 CD 01/13
PXN: Y/00/00/00/00 CUM 00/00/00/00/00 GEOCODE 50310
HOST LOG
(C) 1998 - 2008 AUDATEX NORTH AMERICA, INC.

1.6 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS
SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. ANY

PAGE 2
02/09/13

2012 FORD MUSTANG .GT 2DOOR COUPE
CD LOG NO 54017-1

WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE
MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF
YOUR VEHICLE.

THIS ESTIMATE MAY BE PREPARED BASED ON THE USE OF
AFTERMARKET PARTS SUPPLIED BY A SOURCE OTHER THAN THE
MANUFACTURER OF YOUR VEHICLE. ANY WARRANTIES APPLICABLE TO
THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER
OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER
OF YOUR VEHICLE.

THIS DAMAGE REPORT IS BASED ON VISUAL INSPECTION AND DOES
NOT INCLUDE HIDDEN OR MISSED DAMAGE WHICH MAY REQUIRE
ADDITIONAL PARTS AND OR LABOR FOUND AFTER TEAR DOWN.

NOTE **** PARTS PRICES SUBJECT TO ACTUAL INVOICE*****

CHARLES GABUS FORD
4545 MERLE HAY ROAD
DES MOINES, IA. 50310
PHONE: 515-270-9093 FAX: 515-270-5567 TOLL FREE: 800-934-2287
FEDERAL TAX ID # 42-0948111

CD LOG NO 54017-1 DATE 02/09/13

SHOP: CHARLES GABUS FORD INSP DATE: 02/09/13
ADDRESS: 4545 MERLE HAY ROAD CONTACT: DENNY ANDERSON
CITY STATE: DES MOINES, IA PHONE 1: (515)270-9093
ZIP: 50310- FAX: (515)270-5567
EMAIL: BODYSHOP@CHARLESGABUS.COM

OWNER: GTCHEVERRY, FREDREIC WORK PHONE: (515)508-3844
ADDRESS: 5507 SE 32ND ST CELL PHONE: (515)661-3717
CITY STATE: DES MOINES, IA
ZIP: 50320

POINT OF IMPACT: 0

LIC#: STATE: VIN: 1ZVBP8CF4C5234763
BODY COLOR: BLUE MILEAGE: 13,133
CONDITION: ACCTNG CTL#:

PROD.DATE: 06/11

PAINT CODE:

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UE=REPLACE OE SURPLUS	UC=RECONDITIONED PRT
UM=REMAN/REBUILT PRT	EU=REPLACE SALVAGE	EP=REPLACE PXN
OE=REPLACE PXN OE SRPLS	PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT
TE=PARTL REPL PRICE	ET=PARTL REPL LABOR	IT=PARTIAL REPAIR
I=REPAIR	L=REFINISH	BR=BLEND REFINISH
TT=TWO-TONE	CG=CHIPGUARD	SB=SUBLET
N=ADDITIONAL LABOR	RI=R&I ASSEMBLY	P=CHECK
AA=APPEAR ALLOWANCE	RP=RELATED PRIOR	UP=UNRELATED PRIOR

2012 FORD MUSTANG GT 2DOOR COUPE 8CYL GASOLINE 5.0
CODE: P2232B/C OPTNS N/240C

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES	TWO-STAGE - INTERIOR SURFACES
BUMPER COVER MOUNTED FOG LAMPS	REAR SPOILER

OP	GDE	MC	DESCRIPTION	MFG.	PART NO.	PRICE	AJ%	B%	HOURS	R
RI0172			MLDG,ROCKER PANEL	LT	R&I ASSEMBLY				0.4	1
I 0341			PANEL,ROOF		REPAIR				5.0	*1
L 0341	13		PANEL,ROOF		REFINISH				3.7	4
					2.6 SURFACE					
					0.6 TWO STAGE SETUP					
					0.5 TWO STAGE					
E 0239			MLDG,ROOF DRIP	LT	5R3Z6351729AAA	96.30			0.3	1

PAGE 1
02/09/13

2Y11
D69/12
54

8174

COPY

November 16, 2012

Frederick Etcheverry
5507 S.E. 32nd St
Des Moines, IA 50320

Subject: Case # 8174, Model 770, SR # 35266

Dear Mr. Etcheverry,

I am sorry to hear of the problems you had with the Remington firearm. Please include a copy of this letter with the rifle as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.**

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
Number:

M71868661

Model: 770



RE00293165

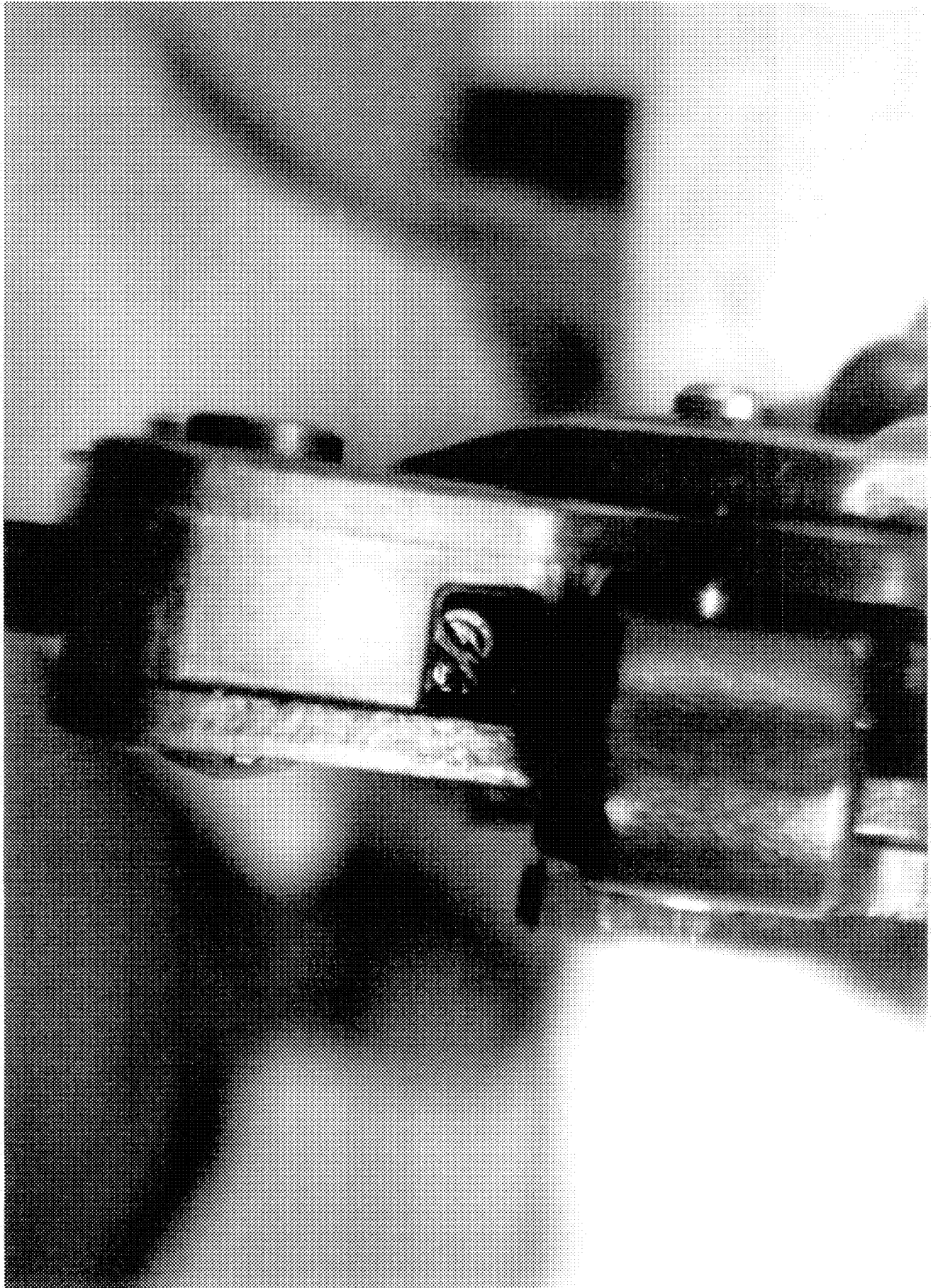
RECEIVED
DEC 19 2012

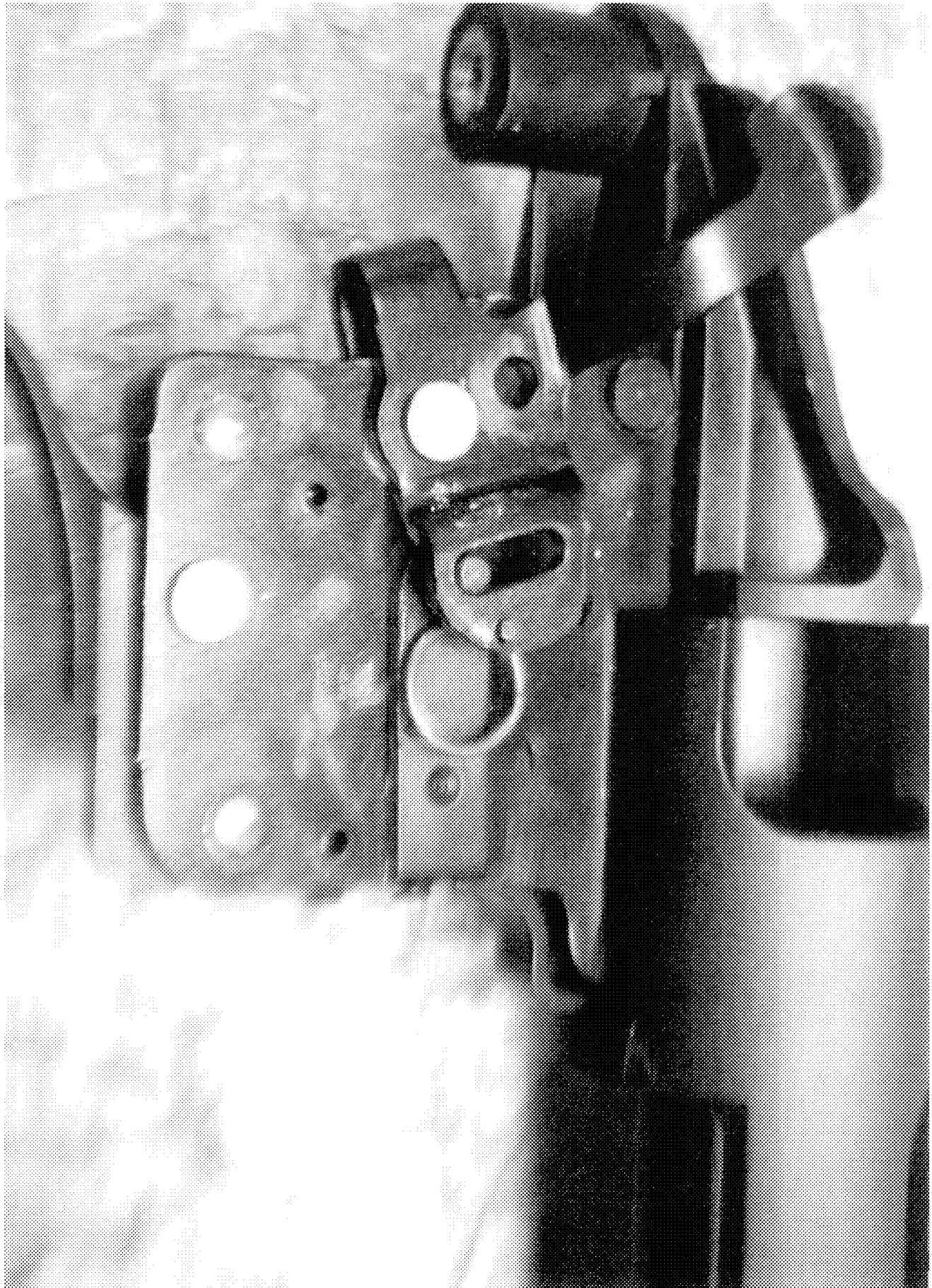
BY:

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













November 29, 2012

Mailed 12/11/12

Remington Arms Company, LLC
Consumer Affairs Administrator
870 Remington Drive
PO Box 700
Madison, NC 27025

Re: Frederic Etcheverry
Case #8174, Model 770, SR#35266

Dear Ms. Mitchell,

Thank you for your response regarding the firearm I purchased. I have included the information you requested with the firearm, as well as, the following:

- Pictures of the property damage sustained as a result of the defective firearm
- Invoice for a portion of the repair to the damage sustained as a result of the defective firearm
- Original receipt for purchase of the defective firearm
- Written statement from Frederic Etcheverry regarding defective firearm

Please contact us after review of this information to discuss how you plan to resolve the damage sustained as a result of this defective firearm and reimbursement for the defective firearm. Damage to the walls in the Frederic and Melissa Etcheverry residence, Frederic Etcheverry's vehicle damage, and the couch at the Linda Collicott residence have not yet been repaired. Repair was made to the dry wall and outside wall of the Linda Collicott home, along with the south outside wall of the Frederic and Melissa Etcheverry home.

We appreciate your prompt attention to this request and would like a response within 30 days of the date of this letter.

Sincerely,

Melissa Etcheverry

Frederic and Melissa Etcheverry
5507 SE 32nd Street
Des Moines, IA 50320
515-897-8885



Get the latest on store events
and product demonstrations...
"LIKE"

Bass Pro Shops Altoona
on FACEBOOK!

Sales Person: Nick

043 P Wtail Pro 770 Pkg Bpe 349.99
1401599 Rewards Points: 350

Outdoor Rewards Number: *****6538
Total Points Earned: 350
Balance: \$18.82

Items: 1	Subtotal	\$349.99
Sales Tax	\$349.99 @ 6.0%	\$21.00
TOTAL		\$370.99

\$370.99

REDACTED

November 29, 2012

On Monday November 12, 2012, I purchased a rifle at Bass Pro Shop in Altoona, Iowa. This is a Remington Rifle Model WTail Pro 770 for the price of \$349.99 + tax for a total of \$370.99. (see attached receipt) When I came back home, I decided to open the box and examine my new rifle. I installed the bolt on the rifle, then read the owner's manual and got familiar with the safety system and safety procedures recommended by Remington for this type of firearm. I loaded 3 cartridges into the magazine in order to verify that the magazine was okay. Next, I unloaded the magazine. Before I realized I had left one cartridge in the magazine, I inserted the magazine into the rifle. I checked and made sure that the safety was on and tried to remove the magazine. I could not remove the magazine so decided to load the chamber and eject the cartridge from the chamber by opening the bolt and pulling it fully rearward twice, in order to load and eject the cartridge. At this time the safety was on. When I opened the bolt the second time the rifle discharged accidentally. I'm 100 % sure that the safety was on because I checked that at each phase of the process. My finger was not on the trigger. My right hand was busy with the bolt and I was holding the stock with my left hand. The rifle discharged and created damage to our home and our neighbor's home. We are all very thankful no one was in line with the bullet and that we only sustained property damage as a result of the defective gun.

The bullet passed through the wall in our living room and into the garage. While passing through the garage, the paint and rear glass on my vehicle got damaged. Then the bullet passed through the external wall of the garage of my home and through the external wall then internal wall of my neighbor's home, only to be stopped by a couch. Please see attached photos of damage sustained. I'm persuaded that this incident should not happen at any time and a rifle with a safety "On" should not fire at any time.

I would like to add that I'm familiar with and have over 25 years' experience with the use of firearms of many types. I've been hunting for many years and have been trained with regard to the use of firearms in the military.

Sincerely,

Frederic Etcheverry

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8174

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00035266	Serial Number / Description M71868661 Model 770 RIFLE Caliber: 300	Date of Request: 11/16/2012 Date Printed: 11/16/2012
Customer: FREDERICK ETCHEVERRY 5507 S.E. 32ND ST DES MOINES, IA 50320 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Prod Serv #8174

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
----------	------	-------------	---------------	----------	-------	------	--------

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

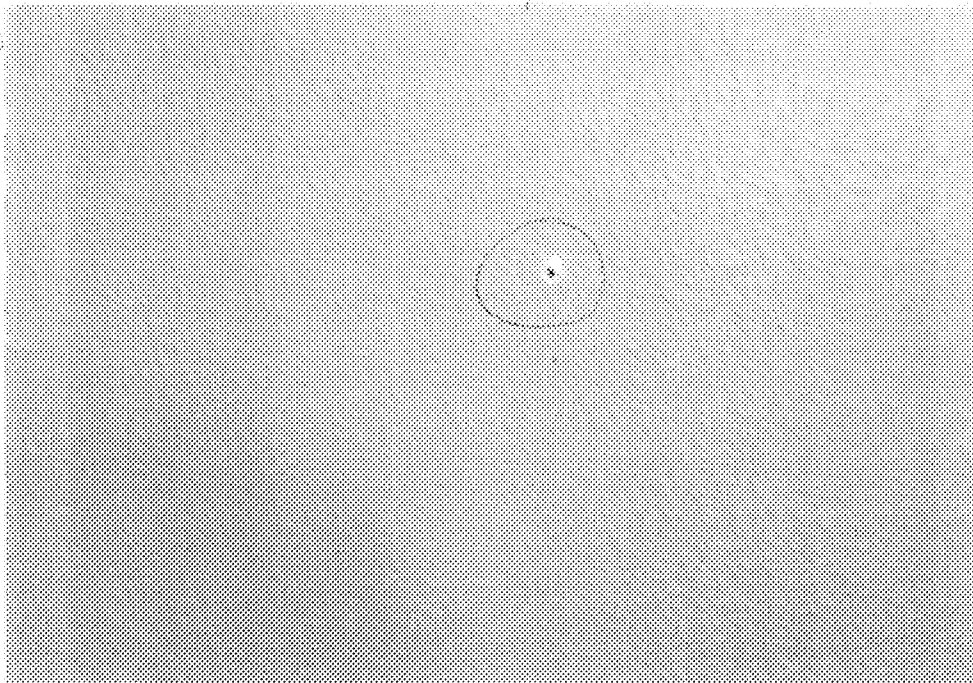
Grand Total: \$.00

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	770	Serial Number:	35266
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Frederic Etcheverry		Date of Purchase: 11/12/12	
Address (no PO Boxes): 5507 SE 32nd Street			
City: Des Moines	State: IA	Zip: 50320	
Phone (Daytime): 515-	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
See attached letters + documentation			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

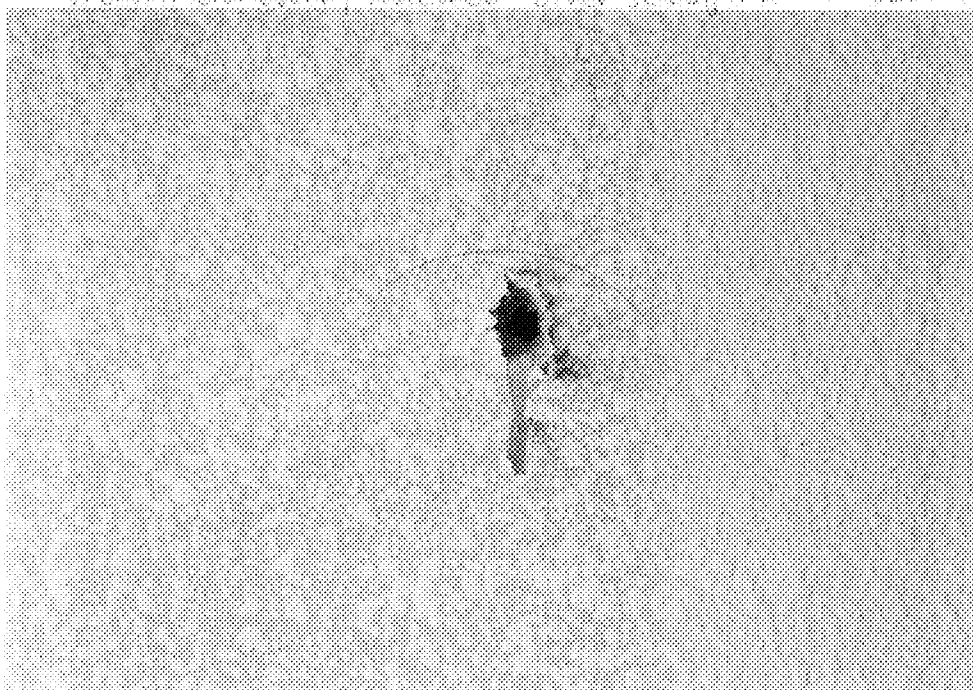
Frederic Elchevany residence - initial bullet hole

①

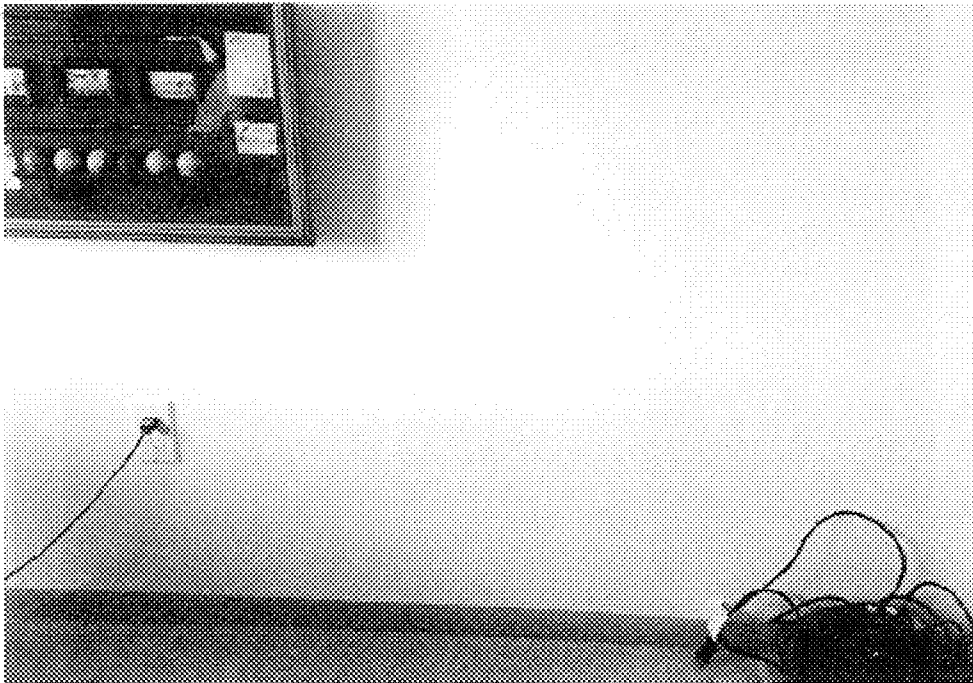


Frederic Elchevany residence - other side of initial bullet hole - passed into garage
through wall

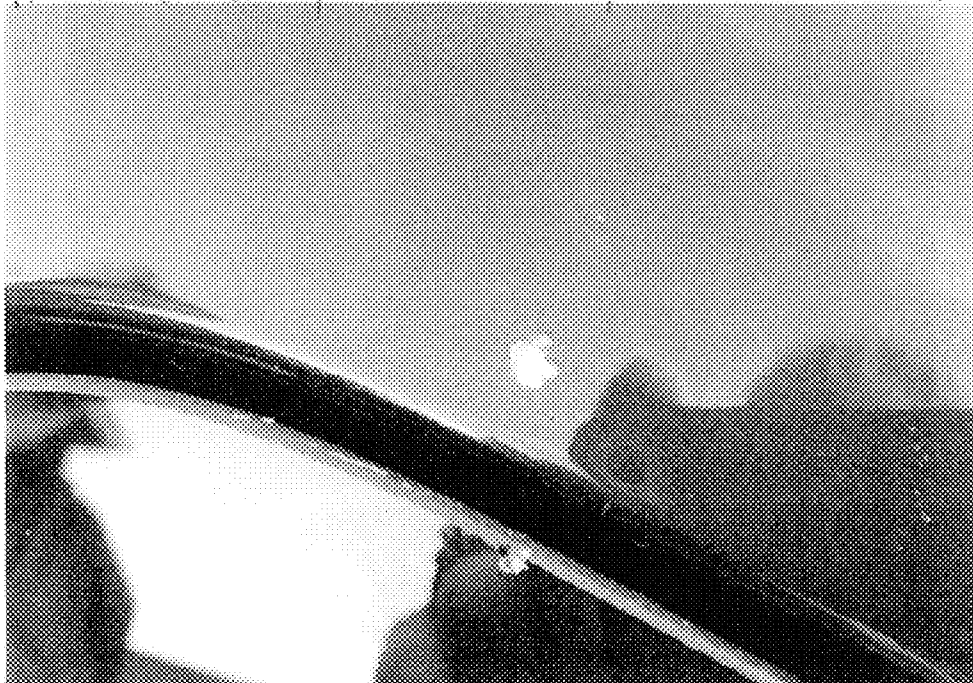
②



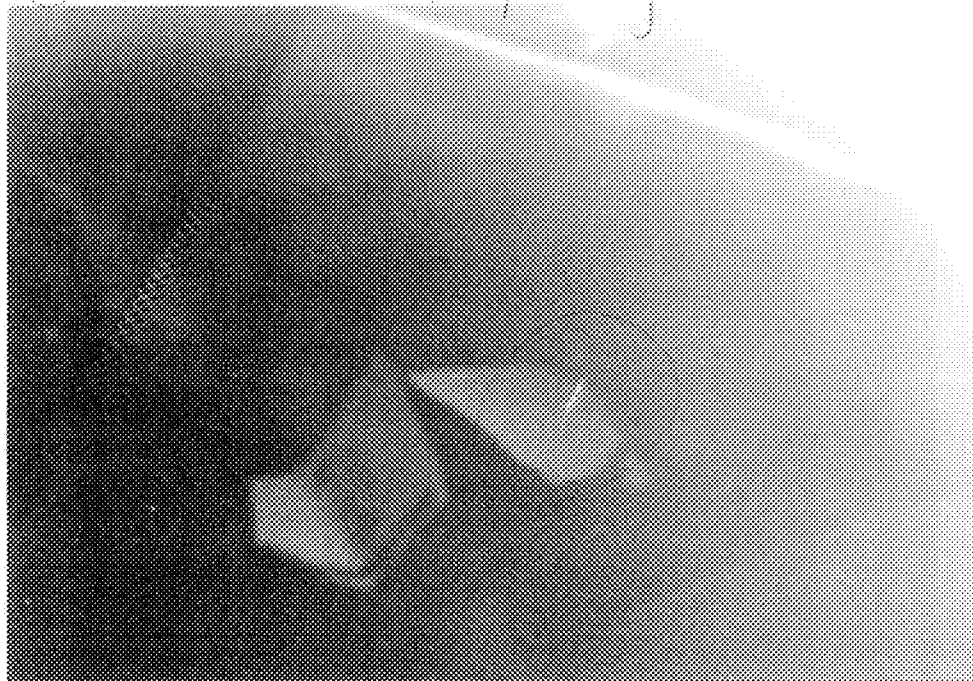
⑫ Undo Collicott residence - wall behind couch after repair



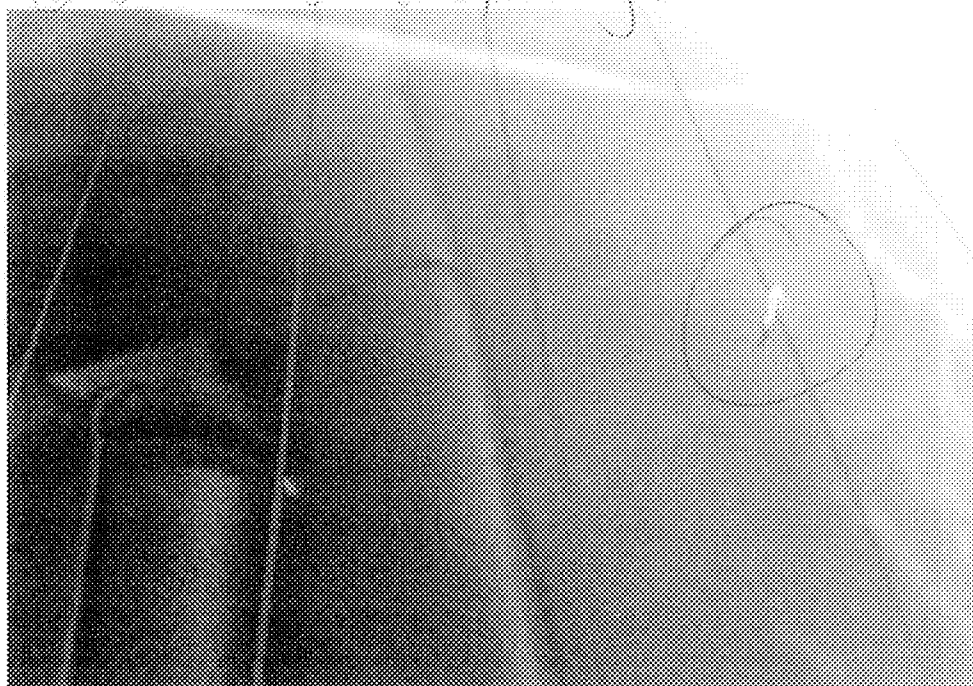
⑬ Fredrick Delaney's car - bullet passed over car chips in paint & glass



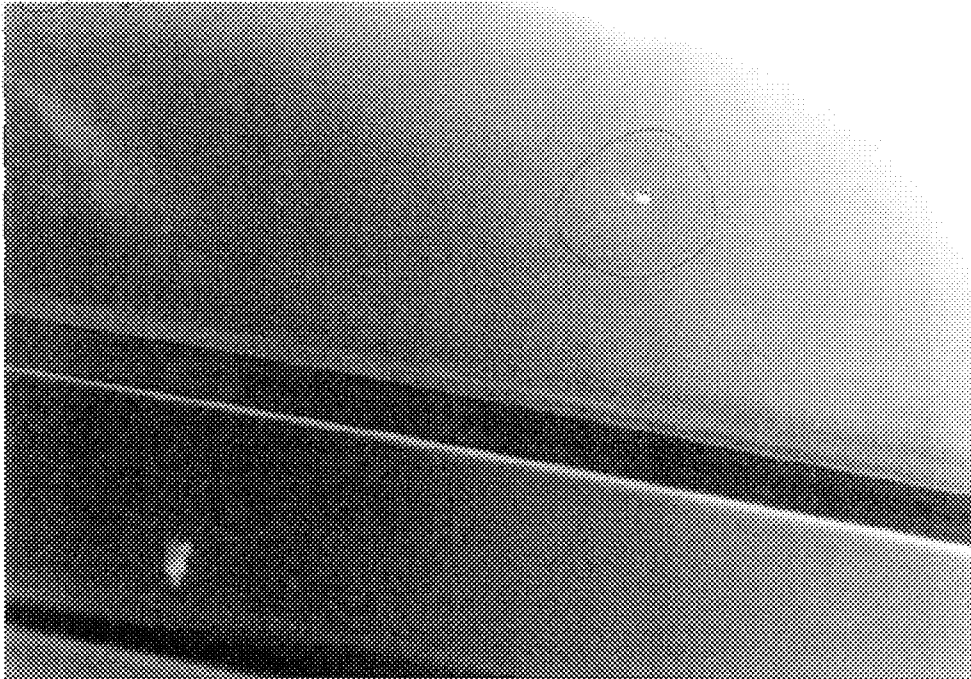
(4) - same as #3 - scraps in glass



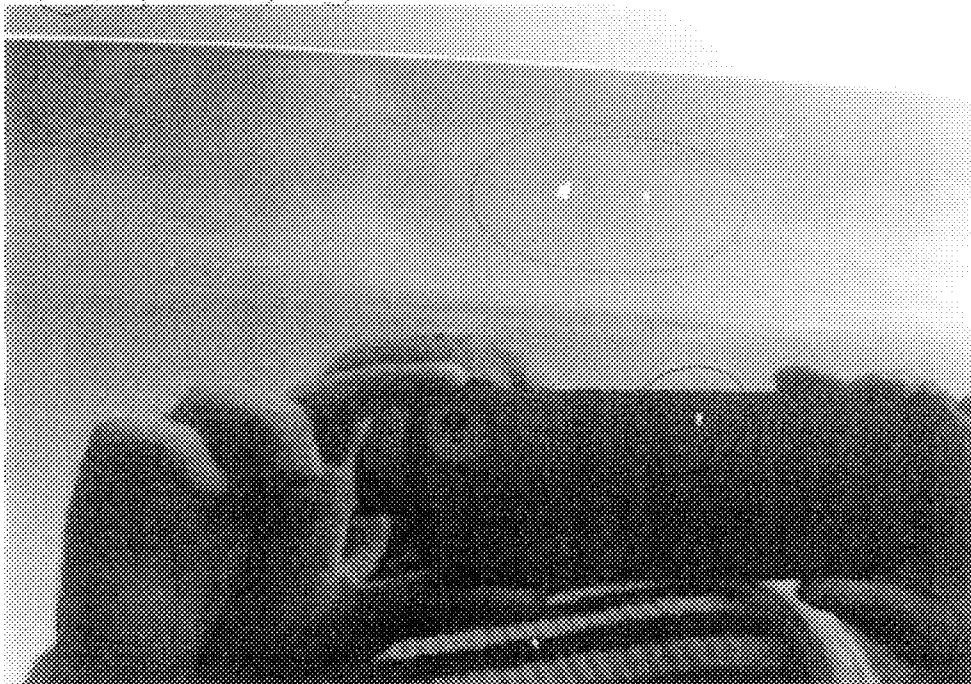
(3) same as #3 - scraps in glass



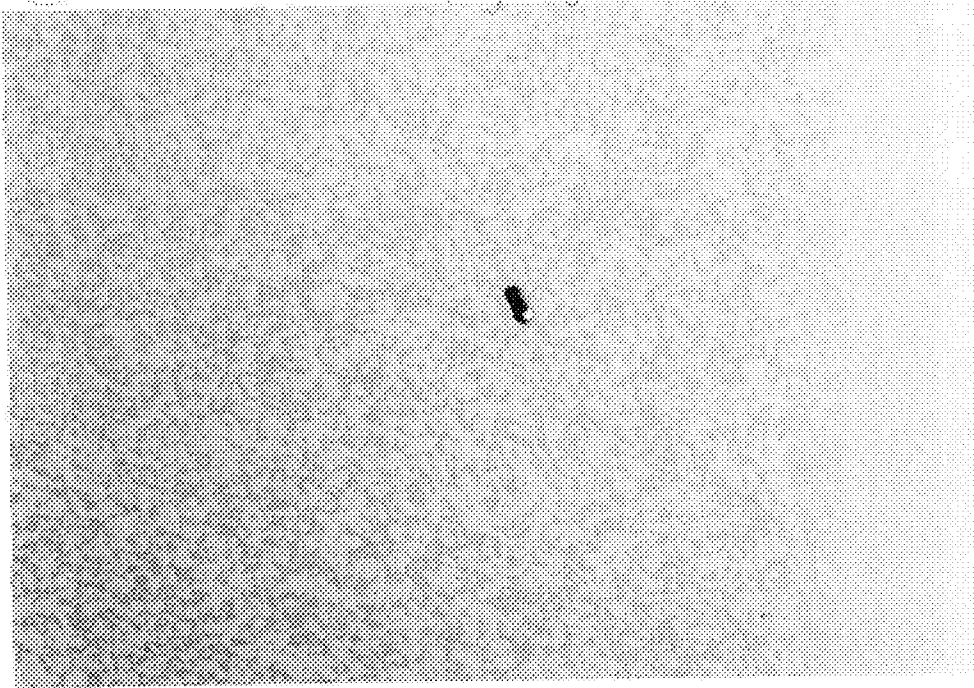
(6) Same as #3



(7) Same as #3



⑧ Fredene Echeverry garage - south wall - passed through here after passing over Mustang



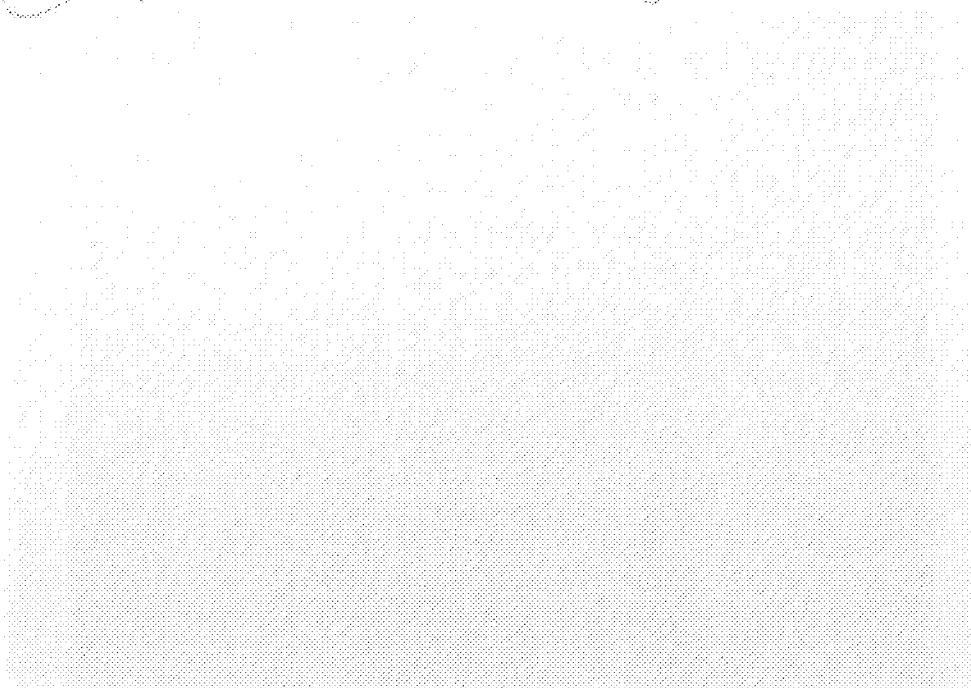
⑨ South wall of Fredene Echeverry home - passed outside. Then across to neighbor's home



(10) North wall of Linda Collicott residence



(11) Repaired North inside wall of Linda Collicott residence



- See
invoice -
we
did not
take a
picture
before
repair

(13) Back of couch - Linda Collett - sitting up against wall on north side of house



(13) - Same as above - note white powder from chimney!



(19) Cushion in couch - bullet broke zipper as well



(20) Note multiple holes in couch where bullet ended up



ARS LABEL REQUEST FORM

DATE:	11/16/2012	Service Request #	SR00035266
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellcs email address:		

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

FREDERICK ETCHEVERRY
5507 S.E. 32ND ST
DES MOINES, IA 50320 US
SR00035266

Email:

RETURN ITEM TO:

ILN

Arms Services

4XX596 NOV 16, 2012 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5969067896401 ALL CURRENCY USD
REF 1:SR00035266
REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE	CHARGES:	SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	OGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 10.31		PUB+HANDLING 10.31

ATTN: Prod Serv #8174