

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9121

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		8/19/2013		8/16/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jihad "Joe"	Haidar	3208 Green Meadow Way	Monroe	NC	28110	38	C 954-789-2003

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Shot hole in patio door, PD damaged neighbor's AC unit S FBC C	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing		Unknown	

8/19/13: Customer called in. His rifle was loaded & he was cycling the bolt inside his home on 8/16/13 & experienced a FBC on the 3rd bolt cycle, shot a hole through his patio door & allegedly hit a neighbor's air conditioning unit belonging to Roberta Alcantara - damaging the AC condenser. Customer stated he called Union County Sheriff's Office to come to his home & they stated to him "it wasn't a good model rifle to have". He asked the S.O. to test rifle - they told him "no need to test the rifle because it was a problem rifle". Customer said he went on YouTube to investigate too. Customer said sheriff's office cannot find the incident round that allegedly damaged neighbor's AC unit. Customer wants Remington to pay for damages. Customer refused to send gun to KY for exam. He wants someone to come to him & examine gun or he will get an attorney. He wants to be present & video the exam. S.O. Report# 2013-06189. I printed out copy of the report from the internet. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85633	M71915965		2/8/2013 1:27:57 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 0877		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				

8/19/13: I offered to send ARS label & rifle box to cust. so gun could be shipped to Derek Watkins in KY for exam. Cust. refused offer. I EM'd Derek Watkins w/case info. Waiting on reply from Derek about someone going to cust.

[http://cps03sp01.remington.com:99/Remington\\_PSA/PrintDisplay.aspx?ID=9121&Type=...](http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9121&Type=...) 9/10/2013

home for exam. df 8/21/13: I spoke with Derek W. & Kris C. Can do a gun exam at a neutral location on Aug. 27 or Aug 28. I called cust. & he is fine with either day. Cust. also stated - "this was a waste of time because I know the rifle malfunctions and Remington should just send me a check for my patio door and my neighbor's AC condenser with a disclaimer and be done with it. The longer I have to deal with this the more likely I am to get a lawyer. I don't know how you can test a gun without using ammunition". I will call the Union Co. Sheriff's Office & see if I can reserve a room to examine the rifle. I will call cust. back w/info & Derek & Kris. df 8/22/13: I called Union Co. S.O. @ 704-283-3789 & left a VM for the Sheriff's Secretary, Jean Hart, to call in ref. to getting a room where we can examine the rifle at the S.O. I emailed Kris C. & Derek W. w/update. Sheriff Cathey called me back & apprvd a room for gun exam on 8/27/13 & I requested the room from 9am - Noon. Sheriff Cathey's # 704-283-3500. Sheriff Cathey pulled his incident report & said the cust. stated he was trying the clear a jammed ammunition rd. & slammed the bolt shut and it went off. I emailed Derek & Kris w/update. Mr. Haidar agreed to the gun exam on 8/27/13 @ 9am at the Sheriff's Office. Customer stated he is not convinced a proper exam can be conducted without using live ammunition & if this process becomes "worrisome for him-it will beocme worrisome for us". I relayed all info to Derek & Kris. df 8/28/13: Derek Watkins called. Gun exam was completed yesterday. He stated that he would be dealing with the cust. & to provide the cust. w/his contact # if he calls me. df 8/28-29/13: Customer called & left 8 VM's. Forwarded those VM's to Derek Watkins for handling. df 8/30/13: Letter from Derek Watkins sent certified mail to Mr. Haidar. df 9/3/13: Voice Mail from Mr. Haidar sent to Coe, Watkins, Carson, Sprole, Conger, Irving. Mr. Haidar made threats of bodily harm to me by voice mail. df 9/6/13: Mr. Haidar called & left a VM on 9/5/13 @ 5:02pm ET. VM forwarded to Coe, Watkins, Carson, Sprole, Conger, Irving. Mr. Haidar arrested by S.O. for threatening phone call. df 9/9/13: Receipt from certified letter received from post office. Receipt is stamped 9/5/13. df

---

Examination[Remington/CF/BA]

---

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

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Jihad Haidar  
3208 Green Meadow Way  
Monroe, NC 28110

2. Article Number  
(Transfer from service label)

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature

X

☐ Agent

☐ Addressee

B. Receiver's (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes

If YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail

☐ Express Mail

☐ Registered

☐ Return Receipt for Merchandise

☐ Insured Mail

☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

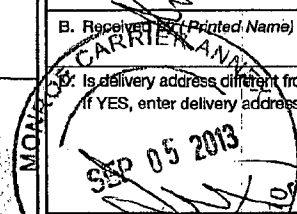
☐ Yes

7011 1570 0000 5850 6840

PS Form 3811, February 2004

Domestic Return Receipt

102586-02-M-1540



I N C I D E N T  D A T A	Agency Name <b>UNION COUNTY SHERIFF'S OFFICE</b>		<b>INCIDENT/INVESTIGATION REPORT</b>		OCA <b>2013-06189</b>				
	ORI <b>NC 0900000</b>				Date/Time Reported Month Day Yr Time <b>08   16   2013   18:26 Hrs.</b>				
	#1	Crime Incident(s) <b>Injury To Real Property</b>	<input type="checkbox"/> Att <input checked="" type="checkbox"/> Com	At Found Month Day Yr Time <b>08   16   2013   18:26 Hrs.</b>	Last Known Secure Month Day Yr Time <b>08   16   2013   18:26 Hrs.</b>				
	#2	Crime Incident	<input type="checkbox"/> Att <input type="checkbox"/> Com	Location of Incident <b>3200-BLK Green Meadow Way, Indian Trail NC</b>		Offense Tract <b>T9</b>			
#3	Crime Incident	<input type="checkbox"/> Att <input type="checkbox"/> Com	Premise Type <b>HOME OF OFFENDER</b>		Victim Residence Type <input type="checkbox"/> Single Family <input type="checkbox"/> Multi Family				
MO	How Attacked or Committed <b>Other/Adult</b>			Forcible <input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A <input type="checkbox"/> No	Weapon / Tools				
V I C T I M	# of Victims <b>2</b>	Type <input checked="" type="checkbox"/> Person <input type="checkbox"/> Business <input type="checkbox"/> Society <input type="checkbox"/> Government <input type="checkbox"/> Financial Institute <input type="checkbox"/> Religious <input type="checkbox"/> L.E. Officer Line of Duty <input type="checkbox"/> Other/Unknown	Injury <input type="checkbox"/> None <input type="checkbox"/> Minor <input type="checkbox"/> Loss of Teeth <input type="checkbox"/> Broken Bones <input type="checkbox"/> Severe Lacerations <input type="checkbox"/> Internal <input type="checkbox"/> Unconscious <input type="checkbox"/> Other Major		Drug/Alcohol Use: <input type="checkbox"/> Yes <input type="checkbox"/> Unknown <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A				
	V1	Victim/Business Name (Last, First, Middle) <b>ALCANTARA, ROBERTA</b>	Victim of Crime # <b>1.</b>	DOB / Age <b>40</b>	Race Sex <b>W F</b>	Relationship To Offender <b></b>			
	Home Address			Home Phone					
	Employer Name/Address			Business Phone Mobile Phone					
O T H E R S	V2	HAIDAR, JIHAD ABON	Victim of Crime # <b>1.</b>	DOB / Age <b>38</b>	Race Sex <b>I M</b>				
	Home Address			Home Phone					
	Employer Name/Address			Business Phone Mobile Phone					
	Type: <input type="checkbox"/> Person <input type="checkbox"/> Business <input type="checkbox"/> Society <input type="checkbox"/> Government <input type="checkbox"/> Financial Institute <input type="checkbox"/> Religious <input type="checkbox"/> L.E. Officer Line of Duty <input type="checkbox"/> Other/Unknown								
I N V O L V E D	V2	HAIDAR, JIHAD ABON	Victim of Crime # <b>1.</b>	DOB / Age <b>38</b>	Race Sex <b>I M</b>				
	Home Address			Home Phone					
	Employer Name/Address			Business Phone Mobile Phone					
	Type: <input type="checkbox"/> Person <input type="checkbox"/> Business <input type="checkbox"/> Society <input type="checkbox"/> Government <input type="checkbox"/> Financial Institute <input type="checkbox"/> Religious <input type="checkbox"/> L.E. Officer Line of Duty <input type="checkbox"/> Other/Unknown								
Status Codes	L = Lost S = Stolen R = Recovered D = Damaged Z = Seized B = Burned C = Counterfeit / Forged F = Found (Check "OJ" column if recovered for other jurisdiction)								
P R O P E R T Y	Victim #	DCI	Status	Value	OJ	QTY	Property Description	Make/Model	Serial Number
	1	77	4	\$500.00		1	AIR CONDITIONER	BRYANT	
	2	13	1	\$300.00		1	RIFLE	REMINGTON/770	M71915965
	2	16	4	\$200.00		1	GLASS DOOR		
Number of Vehicles Stolen		0		Number Vehicles Recovered		0			
ID	Officer <b>CRENSHAW, J. M. (OPS, PATL) (JC4071)</b>		ID#		Officer Signature		Supervisor Signature <b>BENTON, K. M. (OPS, PATL) (KB2193)</b>		
Status	Complainant Signature		Case Status <input type="checkbox"/> Further Investigation <input checked="" type="checkbox"/> Inactive <input type="checkbox"/> Closed/Cleared <input type="checkbox"/> Closed/Leads Exhausted		Case Disposition: <input type="checkbox"/> Unfounded <input type="checkbox"/> Located <input type="checkbox"/> Extradition Declined <input type="checkbox"/> Cleared by Arrest <input type="checkbox"/> Refuse to Cooperate <input type="checkbox"/> Cleared by Arrest by Another Agency <input type="checkbox"/> Death of Offender <input type="checkbox"/> Prosecution Declined		Page 1		

DCI-600F

Rev. 3/92

# Remington®

COPY

August 30, 2013

Jihad Haidar  
3208 Green Meadow Way  
Monroe, NC 28110

Ref # 9121, Model 770, Serial # M71915965

Mr. Haidar,

In your telephone calls and voice messages to us since your rifle examination on August 27, 2013, you have complained that the rifle is experiencing problems with the magazine, bolt and feeding. If you would like to have your firearm serviced for these reasons, please use the enclosed pre-paid UPS shipping label to send the rifle to our factory for servicing. This shipping label is for a UPS Hub or UPS Terminal.

If you would prefer to simply receive a refund for the rifle, please use the enclosed pre-paid UPS shipping label to send the rifle to our factory, with a copy of your purchase receipt and note requesting a refund. Upon our receipt of the rifle and verifying it is in the same condition it was at the exam, we will send you a check for the verified purchased price paid by you for the rifle. This shipping label is for a UPS Hub or UPS Terminal.

Our examination of the rifle conducted on August 27, 2013 found no defect in the rifle that could cause it to discharge absent the safety being in the "Fire" position and the trigger pulled. Therefore, we will not be compensating you for any property loss that resulted from the discharge of the rifle that occurred in your home on August 16, 2013.

Regardless of which option you choose, you are to immediately cease and desist any further calls to anyone at Remington. Your calls and voicemails to us have, to say the least, been rude and abusive.

Sincerely,

**Derek L. Watkins**  
Director, Product Technology Integration  
Remington Arms Company, LLC

315 W. Ring Road  
Elizabethtown, KY 42701

enclosure

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
[www.remington.com](http://www.remington.com)

PS 31150

## ARS LABEL REQUEST FORM

DATE:	08/30/2013	Service Request #	SR00060340
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

**Business:**

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
[www.remington.com](http://www.remington.com)

### LABEL INFORMATION

MAIL LABEL TO:	JIHAD HAIDAR 3208 GREEN MEADOW WAY MONROE, NC 28110 US SR00060340  Email:
RETURN ITEM TO:	ILN  Arms Services



1Z4XX5969065682510

ATTN: Product Service

English

Customer Service

USPS Mobile

Register / Sign In



Search USPS.com or Track Packages

Quick Tools  
Track & Confirm  
Enter up to 10 Tracking #Find  
Find USPS Locations  
Buy Stamps  
Schedule a Pickup  
Calculate  
Find a ZIP Code™  
Hold Mail  
Change of Address  
GET EMAIL UPDATES PRINT DETAILS

Ship a Package

Send Mail

Manage Your Mail

Shop

Business Solutions

## Track &amp; Confirm

YOUR LABEL NUMBER  
7011157000058506840

SERVICE  
First-Class Mail®

STATUS OF YOUR ITEM  
Delivered

DATE & TIME  
August 31, 2013, 11:42 am

LOCATION  
MONROE, NC 28110

FEATURES  
Scheduled Delivery Day:  
September 3, 2013  
Certified Mail™  
Return Receipt

DATE & TIME	LOCATION	EVENT
August 31, 2013, 11:42 am	MONROE, NC 28110	Delivered
August 31, 2013, 6:23 am	MONROE, NC 28110	Arrival at Unit
August 31, 2013	CHARLOTTE, NC 28228	Depart USPS Sort Facility
August 31, 2013, 12:06 am	CHARLOTTE, NC 28228	Processed through USPS Sort Facility
August 30, 2013, 10:35 pm	CHARLOTTE, NC 28228	Processed through USPS Sort Facility
August 30, 2013, 6:45 pm	GREENSBORO, NC 27498	Processed at USPS Origin Sort Facility
August 30, 2013, 5:06 pm	MADISON, NC 27025	Dispatched to Sort Facility
August 30, 2013, 4:31 pm	MADISON, NC 27025	Acceptance

Check on Another Item

What's your label (or receipt) number?

Find

**U.S. Postal Service™**  
**CERTIFIED MAIL™ RECEIPT**  
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)

**OFFICIAL USE**

Postage	\$ 6.66
Certified Fee	3.15
Return Receipt Fee (Endorsement Required)	2.55
Restricted Delivery Fee (Endorsement Required)	
<b>Total Postage &amp; Fees</b>	<b>\$ 6.31</b>

Sent To: **Jihad Haidar**  
Street, Apt. No., or PO Box No.: **3208 Green Meadows Way**  
City, State, ZIP+4: **Monroe, NC 28110**

PS Form 3800, August 2005 See Reverse for Instructions

Postmark: **AUG 30 2013**

ON ABOUT.USPS.COM

About USPS Home ›  
Newsroom ›  
USPS Service Alerts ›  
Forms & Publications ›  
Careers ›

OTHER USPS SITES

Business Customer Gateway ›  
Postal Inspectors ›  
Inspector General ›  
Postal Explorer ›