

Remington Arms Co., Inc.
 Product Service
 Legal Case #:7963

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		9/24/2012	5/23/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Creekmore	4745 Ivan St.	Cocoa	FL	32927		C 321-750-1722

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064 Not Examined by Product Service		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

9/24/12: Customer called in. He inherited his M/700 from his dad. He stated his dad experienced a FSR with the rifle & customer stated he experienced one also. No daamage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	25777	C6474984		12/12/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ. INC., #2		N			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV

Gun not returned to Ilion for exam

Repair/Replacement Cost Repair/Replacement Date

9/24/12: Sending box, ARS & forms from Madison. df 1/15/13: Bonnie Martin called. When I sent the customer the rifle box with paperwork inside from the Madison mailroom, the customer's address was picked up by the system for the next 3 guns that were shipped out. Bonnie has been in touch with the customer & he will not provide her information on where the guns are located. Bonnie has proof that he accepted them along with my rifle box & paperwork. He said that he has been inconvenienced & wants restitution but would not say what. He told Bonnie the 3 guns that do not belong to him are with a FFL dealer & he would have that dealer call her. He would not give Bonnie the dealer's phone #. Customer has not shipped his rifle in for exam. df 5/23/13: Gun not returned to Ilion for exam. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment



United States

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Tracking Detail

1Z4XX5960300041498 Updated: 01/15/2013 8:39 A.M. Eastern Time

Delivered

Delivered On: Thursday, 09/27/2012 at 1:43 P.M.

Left At: Met Customer Man

[Proof of Delivery](#)

Shipping Information

To: COCOA, FL, US

Shipped By

UPS Ground

Additional Information

Multiple Packages: 3

Shipped/Billed On: 09/25/2012

Type: Package

Weight: 1.60 lbs

UPS MY CHOICE™

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Shipment Progress [What's This?](#)

Packages in this Shipment (Total Packages: 3)

Select a tracking number to see the detail for another package.

Tracking Number	Reference	Status ▼	Shipped	Scheduled	Service	Weight
1Z4XX5960300041505		Delivered	09/25/2012		UPS Ground	9.60 LB
1Z4XX5960300041514		Delivered	09/25/2012		UPS Ground	20.00 L

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ARS LABEL REQUEST FORM

DATE: 09/24/2012	Service Request # SR00030002
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
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LABEL INFORMATION

MAIL LABEL TO:	RICK CREEKMORE 4745 IVAN ST. COCOA, FL 32927 US SR00030002 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 SEP 24, 2012 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969066266209
 REF 1: SR00030002
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	RS 0.50
DY 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	
TOT PUB CHG 10.78	PUB+HANDLING	10.78

ATTN: Product Service



ShipRequest™



Ship To: RICK CREEKMORE
Company:
Address 1: 4745 IVAN ST.
Address 2:
Address 3:
City: COCOA
State/Province: Florida
ZIP/Postal Code: 32927
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Thu, September 27, 2012
Package ID: 8853

Special Instructions:

Sender Name: Dell Marie Fulcher
email: dell.fulcher@remington.com
Prepared By: Dell Fulcher
Phone: 336-548-8686

Del. 9/27/12
↑

Date: 09-25-12 1 lb 9.3 oz

Root # :	230145	Base :\$	6.74
Cust # :	0DL000009800	Spc S:\$	0.00
Zip/Zone:	32927 / 4	Addl :\$	0.00
Trk # :	1Z4XX5960300041498		
Pkg ID #:	8853	Total \$	6.74
Service :	UPS Ground		