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Remington Arms Co., Inc. Product Service Legal Case #:8142

Case Inform	nation										
RE#	Date Opened	I]	Date Opened()	PS)	Date Closed		nt Date	P	re Lit	Lit	Obsolete
			11/12/2012		5/22/2013	11/1	1/2012				
Customer I	nformation										
Туре	Business	First Nam	ie Last Na	me	Street	City	State	Zip	Age	C	Contact
Incident		Chris	Jacks	5	#28 Grant 145	Grapevine	AR	72057		H 870	0-550-7142
Incident Int	formation										
	Claims			Codes	i	Repair Es	t. Me	dical Tr	eatment	М	dical Status
PI											
PD Fired when closing bolt		Cause:4079 Other - Unexamined		Unknown							
S Concern:1008 Fired		Fired	on Bolt Closing	Solt Closing							
C											

11/12/12 Per call from Jacks, yesterday when he closed the bolt on his 700, ser #E6418599, it fired and blew a hole in the floorboard of his Rhino and into his tire. The safety was on at the time. His wife's 700 had an accidental firing years ago but he thought is was something she did, G6314735.cm

Mfg. Type		SKU	SKU		Bbl.	DOM
CF/BA	700/7MM REM N	AA 2748	0	E6418599		11/11/1 99 7
	Accessories	÷	Original Owner			
SPORTS SOUTH INC		U				
Туре	Model/Ga.	SKU	Serial	Bbl.	D	ОМ
CF/BA	700/7MM REM MA	27453	G6314735		6/11/2003	4:52:42 PM
Where Purchased	Accessories	Original Owner				
SPORTS SOUTH INC		U				
ion - None Defined						
ation - None Defined						
	Remington/700/	CF/BA				
Release of Claims	Release Date	Reimbursement			eim. Date APV	Cash Date APV
Repair/Replacement Cost	Repair/Replacemen Date	t				
s for both rifles to come in fo	or inspection.cm 5/22/13	No product sent for i	nspection.c	m		
on/CF/BA]						
Sub-Part		Code	·····	Co	nment	
on/CF/BA]					مر میں میں معلم م ر میں	
	CF/BA Where Purchased SPORTS SOUTH INC Type CF/BA Where Purchased SPORTS SOUTH INC ion - None Defined ation - None Defined ation - None Defined Release of Claims Repair/Replacement Cost For both rifles to come in for on/CF/BA]	CF/BA 700/7MM REM M Where Purchased Accessories SPORTS SOUTH INC Type Model/Ga. CF/BA 700/7MM REM MA Where Purchased Accessories SPORTS SOUTH INC ion - None Defined ation - None Defined ation - None Defined Remington/700/ Release of Claims Release Date Repair/Replacement Repair/Replacemen Cost Date For both rifles to come in for inspection.cm 5/22/13] on/CF/BA] Sub-Part 0 00/CF/BA]	CF/BA 700/7MM REM MA 2748 Where Purchased Accessories Original (SPORTS SOUTH INC Type Model/Ga. SKU CF/BA 700/7MM REM MA 27453 Where Purchased Accessories Original Owner SPORTS SOUTH INC U U ion - None Defined ation - None Defined U Release of Claims Release Date Reimbursement Repair/Replacement Cost Date 6 for both rifles to come in for inspection.cm 5/22/13 No product sent for i on/CF/BA] Sub-Part Code on/CF/BA]	CF/BA 700/7MM REM MA 27480 Where Purchased Accessories Original Owner SPORTS SOUTH INC U U Type Model/Ga. SKU Serial CF/BA 700/7MM REM MA 27453 G6314735 Where Purchased Accessories Original Owner SPORTS SOUTH INC U U ion - None Defined ation - None Defined U ation - None Defined Release of Claims Release Date Reimbursement Cash Settlemu Repair/Replacement Cost Date Settlemu Gor both rifles to come in for inspection.cm 5/22/13 No product sent for inspection.cm on/CF/BA] Sub-Part Code on/CF/BA]	CF/BA 700/7MM REM MA 27480 E641859 Where Purchased Accessories Original Owner SPORTS SOUTH INC U U Type Model/Ga. SKU Serial Bbl. CF/BA 700/7MM REM MA 27453 G6314735 Where Purchased Accessories Original Owner SPORTS SOUTH INC U ion - None Defined U ation - None Defined Remington/700/CF/BA Release of Claims Release Date Cash Settlement Repair/Replacement Cost Date For both rifles to come in for inspection.cm 5/22/13 No product sent for inspection.cm on/CF/BA] Sub-Part Code Con	CF/BA 700/7MM REM MA 27480 E6418599 Where Purchased Accessories Original Owner SPORTS SOUTH INC U Type Model/Ga. SKU Serial Bbl. D CF/BA 700/7MM REM MA 27453 G6314735 6/11/2003 Where Purchased Accessories Original Owner SPORTS SOUTH INC U U ion - None Defined ation - None Defined U ation - None Defined Release of Claims Release Date Reimbursement Cash APV APV Repair/Replacement Cost Repair/Replacement Date Settlement APV Sf or both rifles to come in for inspection.cm 5/22/13 No product sent for inspection.cm on/CF/BA] Code Comment on/CF/BA] Code Comment Comment Code Comment

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=8142&Type=Case

5/22/2013

ARS LABEL REQUEST FORM

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DATE:	11/12/2012		Service Request #	SR00034635
QUANTITY:	1	······	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles		email address:	
Business:		Remington Serv PO Box 700 Madison, NC 2 www.Remingto	7025-0700	
			NFORMATION	
MAIL LABEL	TO:	CHRIS JACKS #28 GRANT 14 GRAPEVINE, SR00034635	5 Ar 72057 US	
		Email:		
RETURN ITE	M TO:	ILN		
		Arms Services		
		4XX596 NOV 12, SVC GNDCOM TRACKING# 1Z4XX596 REF 1:SR00034635 REF 2:	BL WI 10.0 LBS	YPK 1 Y USD
		HC 0.00 Shipment Pub Rate DV 0.00 DC 0.00 AH 0.00 Tot Pub Chg 10.88	CNS 0.00 FRT: 3RD Charges: SVC T/P USD COD 0.00 RS 0.60 DGD 0.00 PR 0.00 ROD 0.00 PVB+HANDLING 10.8)

ATTN: Prod Ser #8142

ARS LABEL REQUEST FORM

DATE: 11/12/2012	Service Request #	SR00034636
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: mitchelles	email address:	
Business:		
Dusiliess.	Remington Service PO Box 700	
	Madison, NC 27025-0700 www.Remington.com	
		· · · · · · · · · · · · · · · · · · ·
	LABEL INFORMATION	
MAIL LABEL TO:	CHRIS JACKS	
	#28 GRANT 145 GRAPEVINE, AR 72057 US	
	SR00034636	
	Email:	
RETURN ITEM TO:	ILN	
	Arms Services	
		······································
	4XX596 NOV 12, 2012 ACT WT 10.0 LBS #PK 1 SVC GNDCOM BL WT 10.0 LBS	I
	TRACKING# 124XX5969087454810 ALL CURRENCY US REF 1:SR00034636 REF 2:	5 D
	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 DCD 0.00 RS 0.50	
	AH 0.00 PR 0.00 ROD 0.00	
	TO PUB CHG 10.88 PUB + HANDLING 10.98	
		,

ATTN: Prod Ser #8142

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ShipRequest^m



Ship To: Mr. and Mrs. Chris Jacks Company: Address 1: #28 Grant 145 Address 2: Address 3: City: Grapevine State/Province: Arkansas ZIP/Postal Code: 72057 Country: United States email: Phone: Account: 230145 Package Type: Package Address Type: Residential Deliver By: Mon, November 19, 2012 Package ID: 8800

Christy Mitchell

Christy.Mitchell@remington.com

145 0010733

Special Instructions:

Sender Name: email: Prepared By: Phone:

Dale: 11-13-12 Dale: 11-13-12 10 3300046046

計 Pitney Bowes



ShipRequest



Ship To:	Mr. and Mrs. Chris Jacks						
Company:							
Address 1:	#28 Grant 145						
Address 2:							
Address 3:							
City:	Grapevine						
State/Province:	Arkansas						
ZIP/Postal Code:	72057						
Country:	United States						
email:							
Phone:							
Account:	230145						
Package Type:	Package						
Address Type:	Residential						
Deliver By:	Mon, November 19, 2012						
Package ID:	8801						

Special Instructions:

Sender Name: Christy Mitchell email: Christy.Mitchell@remington.com Prepared By: Phone:

6.88 2.00 0.00 Dale: 11-13-12 1 10 8.2 02 8.88 Addl Total \$ 18145 X.02000010729 2057 (5 2057 (5 24XX55560300046037 124XX020 8801 UPS Ground