

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8740

## Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|-----|-------------|-----------------|-------------|---------------|---------|-----|----------|
|     |             | 3/26/2013       | 2/14/2014   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street           | City       | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|------------------|------------|-------|-------|-----|----------------|
| Incident |          | Ken        | Knutson   | 1395 13th St. SE | Rio Rancho | NM    | 87124 |     | C 505-453-2646 |

## Incident Information

| Claims | Codes                           | Repair Est.  | Medical Treatment               | Medical Status |
|--------|---------------------------------|--------------|---------------------------------|----------------|
| PI     |                                 |              |                                 |                |
| PD     | Shot hole in floor inside house | Cause:4064   | Not Examined by Product Service | Unknown        |
| S      | FBC                             | Concern:1008 | Fired on Bolt Closing           |                |
| C      |                                 |              |                                 |                |

3/26/13: Ken Knutson called in. He stated he was loading rifle during the spring of 2012 and the rifle fired when he closed the bolt. He said when the gun fired it blew a hole in the floor at the back door of his house. He stated he had the hole fixed and during our initial conversation the customer did not ask for compensation for the repair work to floor. df

## Firearm Information

| Mfg.           | Type                    | Model/Ga.   | SKU            | Serial   | Bbl. | DOM       |
|----------------|-------------------------|-------------|----------------|----------|------|-----------|
| Remington      | CF/BA                   | 700/7MM MAG | n/a            | A6740916 |      | 3/21/1979 |
| Date Purchased | Where Purchased         | Accessories | Original Owner |          |      |           |
|                | ZALE CORP SPT DALLAS TX |             | Y              |          |      |           |

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 |
|-------------------------|-------------------------|
|                         |                         |

3/26/13: Mailed ARS, letter & service request paperwork. Box order# 1485664. df 2/14/14: Gun not returned to Ilion for exam. df

Examination[Remington/CF/BA]

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

## ARS LABEL REQUEST FORM

|  |                              |
|--|------------------------------|
| DATE: 03/26/2013   | Service Request # SR00049050 |
| QUANTITY: 1  | WEIGHT PER PACKAGE: 10 LBS   |
| REQUESTED BY: fulcherdm email address: I WILL MAIL LABEL |                              |

|                  |   |
|------------------|---|
| <b>Business:</b> | Remington Service<br>PO Box 700<br>Madison, NC 27025-0700<br><a href="http://www.Remington.com">www.Remington.com</a> |
|------------------|---|

## LABEL INFORMATION

|                        |  |
|------------------------|--|
| <b>MAIL LABEL TO:</b>  | KEN KNUTSON<br>1395 13TH ST. SE<br>RIO RANCHO, NM 87124 US<br>SR00049050<br><br>Email: |
| <b>RETURN ITEM TO:</b> | ILN<br><br>Arms Services   |

4XX698 MAR 26, 2013 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX6989086328580 ALL CURRENCY USD  
 REF 1:SR00049050  
 REF 2:

|                            |                      |             |
|----------------------------|----------------------|-------------|
| HC 0.00                    | CNS 0.00             | FRT: 3RD    |
| SHIPMENT PUB RATE CHARGES: |                      | SVC T/P USD |
| DV 0.00                    | COO 0.00             | RS 0.50     |
| DC 0.00                    | DGD 0.00             |             |
| AH 0.00                    | PR 0.00              | ROD 0.00    |
| TOT PUB CHG 13.03          | PUB + HANDLING 13.03 |             |

|                       |
|-----------------------|
| ATTN: Product Service |
|-----------------------|