

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

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	KEN KNUTSON 1395 13TH ST. SE RIO RANCHO, NM 87124 US SR00049050 Email:
RETURN ITEM TO:	ILN Arms Services

4XX696 MAR 26, 2013 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969066328580 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	COD 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
