

Remington Arms Co., Inc.
Product Service
Legal Case #:4862

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/26/2010		10/25/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rockey	Boggs	9815 Copperhead Ln	Hackett	AR	72937		C 479-629-1019

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

10/26/10 Per call from Boggs, he bought his Model 700 used and on 10/25 he had a fired on safety release.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	25955	F6204870		8/1/2002 6:20:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		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
	Repair/Replacement Cost	Repair/Replacement Date				

10/26/10 Faxing ARS and letter.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Remington®

4862

CM

22"
5#
WW8/07
1012

October 26, 2010

Rockey Boggs
9815 Copperhead Ln
Hackett, AR 72937

Subject: #4862, Model 700

Dear Mr. Boggs,

Regarding your contact with Remington and the incident you incurred, you should receive a prepaid UPS ground shipping label for shipment of the firearm to our factory, by fax in the next 24 hours. Please include a copy of the attached letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

27.00
26.23
47.23

could not duplicate concern.
check over, up to TPA to
restore confidence in rifle,
clean & test fire at N/C

#230145

Serial

F6204870

Model: 700



RE00209652

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Rockey Boggs Date: 10/26/10
Company: _____ From: Christy Mitchell
Fax No.: _____ ← Fax No.: 479-646-4508
Phone No.: 479-629-1019 Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:

I recently purchased this gun, as I went to fire
it, I closed the Bolt and it discharged. Thank you
Rockey Boggs

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Phone 336-548-8700 • www.remington.com

frmRepairMain - FGI Repairs

File - Add Repair - Estimate Repair - Expedite Repair - Inquiry - Repair Tools - CSR Tools - Reports - Table Maintenance - System

frmREInquiry - Repair Inquiry

Repair Number: RE00209652

Serial: F6204870 Model: 700 Center Fire Caliber: 3006 SPRG Produced: 08/01/2002 SKU: 25955

Repairman:

Verify Repair

Status: Repairing 11/9/2010 12:48:27 PM

ADDRESS INFORMATION

Customer

☒ Received from

Return To

☐ Received from

Name: ROCKEY BOGGS

Address 1: 9815 COPPERHEAD LN

Address 2: PO Box

City: HACKETT

State: AR Zip Code: 72337 Country: US

Name: ROCKEY BOGGS

Address 1: 9815 COPPERHEAD LN

Address 2: PO Box

City: HACKETT

State: AR Zip Code: 72337 Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/8/2010 7:41	New	lpatall	Repair Added	
11/9/2010 12:48	Maint	Travisbw	Repair Maintenance	Status: Repa

☐ Shipping Hold

☐ Interface Hold

☐ Estimate Sent

☐ Parts Received

☐ Passed Inspection

☐ Return as Received

☐ Has Been Approved

☐ Internal Repair

☐ Exclude TATC

Current Status

Repairing

11/9/2010 12:48:27 PM

lpatall

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number

Repair Search

Refresh

Close

supryfl - ILN/Prod

frmRepairMain

D1102R7XPIL

Tuesday, Nov 9 2010

11:57 AM

start

D:\S - Desktop

frmRepairMain - F

Index - Microsoft

1:43 PM

RECEIVED
NOV 10 2010
BY:.....

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700*Fant*
ARS LABEL REQUEST FORM

DATE:	10/26/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		Fax to: <u>479-646-4508</u> I WILL MAIL	
DESCRIPTION: F6204870 700			

LABEL INFORMATION

MAIL LABEL TO:	Rocky Boggs Fax to: 479-646-4508 9815 Copperhead Ln Hackett, AR 72937
RETURN ITEM TO: Remington Product Service	

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

BARBER - Kinzer PPS GAL RE 0009999
CUSTOMER RECEIPT

SHIP TO:
PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357

CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1:ROCKEY BOGGS/CD/CM
REF 2:700/F6204870

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are named on the attached label/document exclusively for identification purposes. The contract of carriage is between UPS and its customer. There is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collects the goods on behalf of its customer and accepts no liability whatsoever to you or anyone other than its customer for any loss, delay, or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6552 1381

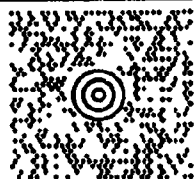
International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, including any software, were imported from the U.S. in accordance with the Export Administration Regulations. Carriage contrary to U.S. law prohibited. For shipping places call 1-800-762-7872. United Parcel Service of America, Inc.

9815 COPPERHEAD LN.
HACKETT AR 72937

IV LBJ

RS

SHIP TO:
PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357

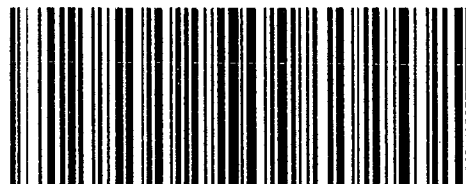


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6552 1381



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1:ROCKEY BOGGS/CD/CM
REF 2:700/F6204870

WS 12.0.17 LP2442 09.0A 10/2010

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, including any software, were imported from the U.S. in accordance with the Export Administration Regulations. Carriage contrary to U.S. law prohibited. For shipping places call 1-800-762-7872. United Parcel Service of America, Inc.

4XX596 OCT 27, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065521381
REF 1:ROCKEY BOGGS/CD/CM
REF 2:700/F6204870

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.49 PUB+HANDLING 9.49

BARBER - Kinzer PPS GAL RE 0009999

PS 11887

TRANSMISSION VERIFICATION REPORT

TIME : 10/27/2010 14:49
NAME :
FAX : 3365487823
TEL :
SER. # : BRO00J148005

DATE, TIME
FAX NO. /NAME
DURATION
PAGE(S)
RESULT
MODE

10/27 14:48
14796464508
00:01:01
02
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Rockey Boggs Date: 10/26/10
Company: _____ From: Christy Mitchell
Fax No.: _____ ← Fax No.: 479-646-4508
Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:



October 26, 2010

Rockey Boggs
9815 Copperhead Ln
Hackett, AR 72937

Subject: #4862, Model 700

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Phone 336-548-8700 • www.remington.com

TRANSMISSION VERIFICATION REPORT

TIME : 10/26/2010 16:12
NAME :
FAX : 3365487823
TEL :
SER.# : BRO00J148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

10/26 16:12
14796464508
00:00:49
02
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Rockey Boggs Date: 10/26/10
Company: _____ From: Christy Mitchell
Fax No.: _____ ← Fax No.: 479-646-4508
Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:
