

Remington Arms Co., Inc.
Product Service
Legal Case #:5460

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/17/2010		12/14/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steven	Kitchens	9714 Windwood Dr.	Boerne	TX	78006		H 830-981-5222 E jkitchen@gvtc.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	Concern:1028 Fired With Safe ON		Unknown	
C	Fired with Safety on			

Customer called in. He stated that on 12/14/10 he was on his farm & the gun discharged all by itself. He stated his brother told him the safety was on. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	27385	G6884032		8/10/2009 8:50:24 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC		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
	Repair/Replacement Cost	Repair/Replacement Date				

12/17/10: I will email ltr & form. I will have media coord. email the ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Remington®

Emailed to cust.

December 17, 2010

Steven Kitchens
9714 Windwood Dr.
Boerne, TX 78006
Ph: 830-981-5222
Email: jkitchen@gvvc.com

Ref: # 5460

Dear Mr. Kitchens,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

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

[COPY]

December 17, 2010

Steven Kitchens
9714 Windwood Dr.
Boerne, TX 78006
Ph: 830-981-5222
Email: jkitchen@gvvc.com

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Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Fulcher, Dell Marie

From: postmaster@remington.com
To: jkitchen@gvtc.com
Sent: Friday, December 17, 2010 11:48 AM
Subject: Relayed: Message relayed (jkitchen@gvtc.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

jkitchen@gvtc.com

Subject:

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/17/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5460 rifle			

LABEL INF

MAIL LABEL TO: Steven Kitchens
9714 Windwood Dr.
Boerne, TX 78006
Ph: 830-981-5222
Email: jkitchen@gvtc.com

jkitchen@gvtc.com

Email ARS to customer

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

4XX596 DEC 28, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067095482
REF 1: STEVEN KITCHENS/CD/DMF
REF 2: 5460/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 11.09 PUB+HANDLING 11.09

SEND TO THE MEDIA COORDINATOR

Remington.

www.remington.com

Remington Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/17/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR TO MAIL		XXXXXX	
DESCRIPTION: Ref # 5460 rifle			

LABEL

jkitchen@gvtc.com

MAIL LABEL TO: Steven Kitchens
 9714 Windwood Dr.
 Boerne, TX 78006
 Ph: 830-981-5222
 Email: jkitchen@gvtc.com

Email ARS to customer

RETURN ITEM TO Remington Arms
 Attn: Product Service
 Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS

4XX596 DEC 17, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969067794119
 REF 1: STEVEN KITCHENS/CD/DMF
 REF 2: 5460/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	RS 1.00
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 11.04
TOT PUB CHG 11.04		