

Remington Arms Co., Inc.  
Product Service  
Legal Case #:654

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121052	12/7/2006	11/20/2006	12/12/2006	11/18/2006			

## Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Michael	Radabaugh	300 Sturgis Ave/PO Box 12	Glenvil	NE	68941	27	C 402-469-4725

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in windshield of friends truck	Cause:4038 Could Not Duplicate Concern		Unknown	
S Concern:1008 Fired on Bolt Closing				
C				

11/20/06-Michael had just shot a doe, pulled the gun into the truck, ejected the round and upon closing the bolt on the new round, the gun fired. No one was injured.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71180323	WY	8/11/2004 1:10:23 AM

Date Purchased	Where Purchased	Accessories	Original Owner
10/1/2004	WAL-MART DC 6003R-REGULAR	SCOPE BASE	Y

11/20/06-Michael states that no alterations have been made to the firearm.lw CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace rifle at n/c				500.00		12/12/2006

Repair/Replacement Cost	Repair/Replacement Date
200.00	12/12/2006

11/20/06-Sending ARS, Ltr, & box to have gun come in for evaluation. Customer requests that we cover damages to windshield. I stated to keep receipts and we would evaluate the firearm and notify him of our findings.lw 12/7/06-Est for damages to truck were approx \$2400. He has \$1000 deductible with insurance. We found no fault with the firearm. Customer did not want this firearm and asked for a comparable replacment of another model. He also asked for help with the deductible. 12/11/06 As a gesture of goodwill, we agreed to \$500 toward the deductible and a replacement Model 700.lw 12/12/06-copies of file requested and sent to Jessica Bismark at Swanson, Martin & Bell.lw 1/4/07-received release form from Mr. Ratabaugh.lw 1/5/07-Farmers Mutual Ins. claims adj, Tim called to see what we found w/gun. Explained that we found nothing wrong with it. He asked if we sent it back to cust and I told him we replaced w/ comparable model as cust did not feel comfortable with rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		WY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Like new; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/710 SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	N/A
Tests	Notch	Like new; Functioning	
	Test Fired	False	
Trigger	Feeding Test	False	
	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	



# Remington®

December 22, 2006

Michael Radabaugh  
PO Box 12  
300 Sturgis Ave  
Glenvil, NE 68941

Subject: Model 710 Serial #71180323  
RE: Case #654

Dear Mr. Radabaugh,

The enclosed form is a release form that I need for you to sign before a notary and return to me. It basically shows that we made a settlement with you for \$500 (for the damages to your friend's truck) and releases Remington of any further liability in this matter.

Your firearm is also being replaced and we should have that to you in the next few weeks. I appreciate your cooperation and patience. If you have any further questions or concerns, please feel free to contact me at the number below. I wish you a safe and Happy Holiday.

Sincerely,



Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

( PS 8112 )

# Remington®

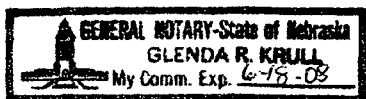
KNOW ALL PERSONS BY THESE PRESENTS:

That I, Michael Radabaugh, of Glenvil, NE being of full age, in consideration of and upon receipt of \$500 Dollars (US\$), do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about November of 2006 which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by Michael Radabaugh, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and

seal this 28<sup>th</sup> day of December, 2006 at Glenvil, Nebr.



Glenda R. Krull

Michael Radabaugh  
Signature

232-19-6734  
Social Security Number

300 Sturgis  
Address

Glenvil, Ne 68941  
City, State, Zip

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1050

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		2/21/2007	2/21/2007		X		

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mary	Brinson	410 Bridge Rd	Buckingham	VA	23921		C 434-969-6152
Incident		Steven	Brinson						

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Shot & Killed Brother	Cause:4079 Other - Unexamined			
PD	Concern:1025 Unexplained Discharge - No Mention of Safety Position		U	
S				
C				

2/21/07-call received from Mary Brinson. In Oct 2006, her husband Steven Brinson was out hunting with his brother. He had the gun at his shoulder and it accidentally discharged and killed his brother. Steven is being charged in the case. The police have the firearm. He saw on our website about the 710 recall and wanted to see if we had anymore information. They did not know about the recall and did not send it in. I explained to her where the information on our site was and that if her attorney needed any further information, he could contact me and I would get him to the proper channels.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71077524		9/4/2002 12:41:28 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

## Ammunition Information - None Defined

## Other Products Information - None Defined

## Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

2/21/07-I told Mary where on our website the recall information was located. She asked for my extension in case their attorney needed any further information. lw

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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PS 8114

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1050

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		2/21/2007	2/21/2007		X		

## Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mary	Brinson		Buckingham	VA	23921		C 434-969-6152
Incident	Steven	Brinson						

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Shot & Killed Brother	Cause:4079 Other - Unexamined			
PD	Concern:1025 Unexplained Discharge - No Mention of Safety Position		U	
S				
C				

2/21/07-call received from Mary Brinson. In Oct 2006, her husband Steven Brinson was out hunting with his brother. He had the gun at his shoulder and it accidentally discharged and killed his brother. Steven is being charged in the case. The police have the firearm. He saw on our website about the 710 recall and wanted to see if we had anymore information. They did not know about the recall and did not send it in. I explained to her where the information on our site was and that if her attorney needed any further information, he could contact me and I would get him to the proper channels.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71077524	9/4/2002	12:41:28 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

2/21/07-I told Mary where on our website the recall information was located. She asked for my extension in case their attorney needed any further information. lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8115

1050

[illegible]

Remington Arms Co., Inc.  
Product Service  
Legal Case #:638

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/10/2006	11/20/2006				

## Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		WalMart			GA			C 770-503-9300
Incident	Jamie	Volguardsen	278 Teakwood	Alto	GA	30510		C 706-892-5567

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
Fired		Unexplained Discharge -		
S near	Concern:1025	No Mention of Safety		Unknown
others		Position		

C

WalMart in GA is sending the rifle in.

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/	27410	71232001		6/20/2005 8:44:45 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		U

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date AP
			650.00		11/20/200

Repair/Replacement Repair/Replacement

PS 8117



**Cost****Date**

Offered to exchange the rifle for a CDL or XCR in the same caliber and return the scope to use w new rifle + \$100.00 to purchase new ammo and scope mounts for the new rifle. 11/20/2006 custc contacted us for status - we have not received the rifle from WalMart - I traced the number 1Z3894560310236739 and found they had shipped it to a location in AL that was out of business the gun was being returned to WalMart - I contacted them to let them know what I found and ask them to reship it to Ilion to my attention. Customer contacted me again - we agreed to settlement \$650.00 to close his concern

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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( PS 8118 )

11/20/2003

I was able to track the package, it appears that WalMart in GA sent it to a RARC in AL that is now closed and the rifle is on the way back to them. I contacted them and asked them to send it to my attention. I also spoke with Mr. Volguardsen.

Fred Supry, Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

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**From:** Honeycutt, Deborah  
**Sent:** Monday, November 20, 2006 11:54 AM  
**To:** Supry, Fred L.  
**Subject:** Consumer you've talked to previously requests call back from you.

Hello,

Mr. Jamie Volguardsen spoke with you on approximately 11/13/16. His gun misfired and blew a whole in a roof at a firing range. Wal-Mart at 770-503-9300 sent the gun in to the factory on the 13<sup>th</sup>, but so far I have been unable to trace it. Can you please call him back on his cell, #706-892-5567? I thought perhaps since it is a liability issue you might have intercepted the gun.

Thanks.

*Debbie Honeycutt  
Remington Arms Consumer Service  
PO Box 700  
870 Remington Dr.  
Madison, NC 27025  
800-243-9700, ext 8799*

PS 8119



20 November 2006

Jamie Volguardsen  
278 Teakwood  
Alto, GA 30510

RE: Model 710 Concern

Dear Jamie,

Per our telephone conversations today, I have issued the paperwork needed to get you reimbursed \$650.00 in exchange for the Model 710 rifle serial #: 71232001 that is being returned to my attention from Wal-Mart. We are sorry for the confusion and shipment error from the Wal-Mart store. This will allow you to purchase a new rifle, scope, and ammunition while we work with Wal-Mart to get the original rifle returned to my attention.

Our reference number for this concern is Product Service #: 638. We apologize for the inconvenience and we wish you many years of enjoying the shooting sports.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred Supry", is positioned below the word "Sincerely,".

Fred Supry, Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
E-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

( PS 8120 )

ORIGINAL

*Remington Arms Company, Inc.*

Madison, North Carolina 27025-0700

Purchase Order No.	Seller's Invoice No.	Seller's Invoice Date
<u>Fred Supry</u>		
Name of Person Originating APV	Pay To:	<u>Jamie Volguardsen</u>
<u>Ilion - 3606</u>		
Location/Extension of Originator	Street and No.	<u>278 Teakwood</u>
<u>11/20/06</u>		
Date Prepared	City	State
	<u>Alto</u>	<u>GA</u>
		Zip Code <u>30510</u>

% Days; Net Days or
Desired Pay Date

Vendor Code
Pmt Method

Description	Total	
	Dollars	Cents
To reimburse customer for Model 710 3006 caliber rifle that was returned to	650	00
Remington. Reference Legal File # 638 and Jamie Volguardsen file in Product Service.		

Distribution

Firearms Pre-lit: 8850050-230145

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed:



Signed:

Date:

11/20/2006

Gross

650.00

Discount

Net

650.00

## For Treasury Use Only

Date Paid

Reference No.

cct

USD Amt

(If in Foreign Currency)

( PS 8121 )

Jamie Volguardsen

710

AD

770-503-9300

Sporting Goods

Walmart

GA

manager

Anthony Howard

offer 700 CDL & return of scope

SERIAL #: 7/262001

( )

( PS 8122 )

Remington Arms Co., Inc.  
Product Service  
Legal Case #:724

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121937	12/13/2006	11/29/2006	1/3/2007	11/24/2006			

## Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jesse	White	824 Preakness Lane	Florence	SC	29501	21	C 843-260-7428

## Incident Information

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

11/29/06-Jesse was hunting with wife and friends. Gun was loaded, came back to vehicle, set down rifle, took gloves off so he could unload it, gun went off when he picked up the firearm. Safety was on. It shot a hole through the seats & door of his 2004 Denali. No one was injured. He does not want this rifle and asked if we could help to cover deductible on vehicle. lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71318571	WA	8/9/2006 10:43:18 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART STORE 0630	SCOPE,RINGS,MOUNT - LESS MAG	Y

11/29/06-serial number not available at time of call. He will call back with this information.lw 11/30/06-serial added.lw  
CUST.CONCERN:WENT OFF SHOOTING A HOLE IN MY GMC DENALI

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	Ballistic Tip/150gr	30-06				
Concern	Other	Factory	Reload			
0:		Y	N			

## Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace in exchange at n/c	Y	1/22/2007		500.00		1/22/2007
	Repair/Replacement Cost	Repair/Replacement Date				
	\$150.00	12/15/2006				

( PS 8123 )

11/29/06-Sending ARS, Ltr, & box to get firearm in. Offered to replace rifle.lw 12/21/06-spoke w/ cust. Replacing rifle and destroying his old rifle. He was satisfied with that. He would like for us to cover the deductible \$500 for the repairs to his

Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	5.5#
	Pull	---Select---	
	Altered	False	

( PS 8125 )

# Remington®

January 3, 2007

Jesse White  
824 Preakness Lane  
Florence, SC 29501

Subject: Model 710 Serial #71318571  
RE: Case #724

Dear Jesse,

This is in reference to our phone conversation regarding the repairs to your 2004 Denali. As agreed, we will reimburse your for your \$500 deductible as a gesture of good will. I am enclosing a release form that I need for you to sign, have notarized and return to me. I have included a preaddressed envelope so it will come to my attention. Also be sure to include the receipt for the tint work so I can complete your file.

I appreciate you working with us and will try to get this resolved as quickly as possible for you.

Sincerely,



Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

( PS 8126 )



# Remington®

KNOW ALL PERSONS BY THESE PRESENTS:

That I, Jesse White, of Florence, SC being of full age, in consideration of and upon receipt of \$500 Dollars (US\$), do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about November of 2006 which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by Jesse White, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and

seal this 15<sup>th</sup> day of January, 2007 at Florence, SC  
Patti M. White  
Notary Ex. Oct. 13 2016

[Signature]  
Signature

751-720553  
Social Security Number

824 Rockness Lane  
Address

Florence, South Carolina 29501  
City, State, Zip

1714 C. S. IRBY ST.  
FLORENCE, SC 29505 • (843) 665-4520

**Fax: 843-665-8704**

NAME: Jesse White  
ADDRESS: 824 Peewees Lane  
CITY, STATE, ZIP: Florence SC 29501  
PHONE: (843) 260-7428

[illegible]

**DUE UPON RECEIPT OF BILL!**

**Proposed By:**

Proposed By: 

**Accepted By:**

Date \_\_\_\_\_

**Date**

PS 8128

## Remington Arms Company, Inc.

Madison, NC 27025

Purchase Order No. [REDACTED]  
 Location [REDACTED]  
 Name of Person Originating APV  
 Madison, 8789  
 Location/Extension of Originator  
 1/4/2007  
 Date Prepared

Seller's Invoice No. \_\_\_\_\_ Seller's Invoice Date \_\_\_\_\_

Pay To: Jesse White

Street and No. 824 Preakness Lane

City Florence State SC Zip Code 29501

\_\_\_\_\_ % \_\_\_\_\_ Days; Net \_\_\_\_\_ Days or \_\_\_\_\_  
Desired Pay Date

Vendor Code	
Pmt Method	Y

Description		Total	
		Dollars	Cents
Refund for repairs to vehicle PS case#724		500	00
Wire Transfer Information			
Bank:			
ABA:			
Pay to:			
Acct #:			
<div> <div>8850050-230145</div> <div>Cost Element/Cost Center</div> <div>Tax</div> </div>		The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.	
		Gross	500 00
		Discount	
		Net	
			500 00

**For Treasury Use Only**

Date Paid \_\_\_\_\_

Reference No. \_\_\_\_\_

Bank Acct \_\_\_\_\_

USD Amt \_\_\_\_\_

(If in Foreign Currency) \_\_\_\_\_

TO: SAC  
 FROM: SAC  
 SUBJECT: PERSONNEL  
 DATE: DEC 31 8 16 AM '62

TOTAL \$425.85

0000 0000 0000 0000 0000 0000 0000 0000  
 0000 0000 0000 0000 0000 0000 0000 0000  
 0000 0000 0000 0000 0000 0000 0000 0000

CHARTERED AIRCRAFT SECTOR OF 1980S  
HAWAII SERVICES IN THE AMOUNT OF THE  
TOTAL SHAREHOLDING AND REFER TO A STATE  
THE OBLIGATION SET FORTH IN THE  
CHARTERED AIRCRAFT SECTOR WITH THE 1980S

THE SECRETARY OF THE ARMY

$$\begin{matrix} A \\ B \\ W \end{matrix}$$

### STATEMENT

*Auto Bodyworks  
of Florence, Inc.*

3218 WEST PALMETTO ST.  
FLORENCE, SC 29501

**WORK: (843) 662-4509**  
**FAX: (843) 669-7978**

Name White

**Address**

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSG RETD	PAID OUT
WO	DESCRIPTION					AMOUNT
	Repairs to Vehicle to be paid by USAF					807.59
	Deductible					500.00
	Credit on link pd CC					- 75.00 <del>1225.00</del>

**All claims and returned goods MUST be accompanied by this bill.**

Rec'd By

PS 8130

CASL 724  
**Remington®**

5.5#  
WA 8/06  
22"

November 30, 2006

Jesse White  
824 Preakness Lane  
Florence, SC 29501

Serial Number: **71318571**

Model: **710**



**RE00121937**

Subject: Model 710 Serial #71318571  
RE: Case #724

Dear Mr. White,

We were sorry to learn of the unfortunate incident that you experienced while enjoying your hunting trip. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports. Please keep a track of the receipt from your deductible for your truck and I will see what we can work out with you on this.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for replacement. Per your request, we will destroy your rifle (serial#71318571). I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

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

Sincerely,

*Laura Watson*

Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company  
Madison, NC

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

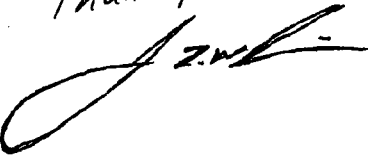
*could not duplicate concern  
Per Agreement  
replace in exchange H/c  
Rem # 27410  
SCRAP rifle after replaced.*

(PS 8131)

RECEIVED  
DEC 15 2006

BY:.....

Please have Laura Watson contact "me" Jesse White  
upon receiving firearm.

Thank You!  


# Remington

## Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 710	Serial Number: 71318571
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Jesse Lee White	Date of Purchase:
Address (no PO Boxes): 824 Preakness Lane	
City: Florence	State: South Carolina Zip: 29501
Phone (Daytime): (843) 260-7428	Fax: N/A
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: The gun was in my hands when it went off, shooting a hole in my GME 2004 Denali. I was going to place the gun down in the back seat to take off my gloves. I had all intentions of unloading the firearm but it went off facing the front passenger side of the truck. The safety was on and my hand was on the butt and barrel.	
Ammunition Information:	
Manufacturer: WINCHESTER	Type: 30-06 Ballistic Tip
Other (i.e. bullet weight/type, shot size, powder): 150 grain	
Handload Information: N/A	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds) When needed	
How often do you clean the action? (Months or Number of rounds) When needed	
How often do you clean the trigger assembly? (Months or Number of rounds) When needed	
Brand of lubricant used: 3-in-1	

( PS 8133 )

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>N/A</i>
What were the services performed? <i>N/A - Brand new gun. Only 22 shots ever fired out of gun.</i>
<p>Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b> to:</p> <p style="text-align: center;"><b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b>  <b>14 Hoefler Ave</b>  <b>Ilion, NY 13357</b></p>
<p><b>⚠ 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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b>. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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).</p> <p>:: 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.</p>



24 7:48 PM

PS 8135



PS 8136



24 7:45 PM

PS 8137

7:46PM

24

PS 8138



24 7:46 PM

PS 8139

Remington Arms Co., Inc.  
Product Service  
Legal Case #:934

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123729	1/16/2007	1/17/2007	1/17/2007				

## Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bass Pro Shops	2901 Bass Pro Drive	Council Bluffs	IA	51501		H 712-325-6000

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	Fires on bolt closing			

1/19/07-correspondence from repair-Bolt/ firing pin/abnormally malfunction. As bolt slides forward, firing pin releases and the gun fires.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/7MM REM MA	27412	71313412	OA	7/10/2006 2:25:28 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	SCOPE.RINGS,BASE	Y			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at n/c under warranty						

Repair/Replacement Cost	Repair/Replacement Date
\$20	1/19/2007

1/19/07-Could not duplicate concern. Replace receiver insert under warranty to restore confidence in rifle.lw

## Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
		Could Not Duplicate	A TRIGGER LOCK WAS INSTALLED WHEN

Cause	4038	Concern	RECEIVED
Barrel	Description		24" 7MM REM MAG
	Date Code		OA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	

( PS 8141 )

# Arms Services Repair & Estimate System

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

## Repair Inquiry

Repair Number: **RE00123729**

Serial: 71313412 Model 710 Center Fire Caliber  
7 MM REM. MAG. Produced: 07/10/2006

Repairman: **Chuck Dekanek**

Verify Repair

Status: **Inspected 1/22/2007 1:35:25 PM**

### Address Information

Customer:

☒ Received From

Return To:

☐ Received From

Name: **BASS PRO SHOPS**

**BASS PRO SHOPS**

Address 1: **2901 BASS PRO DRIVE**

**2901 BASS PRO DRIVE**

Address 2: **PO Box:**

**PO Box:**

City: **COUNCIL BLUFFS**

**COUNCIL BLUFFS**

State: **IA** Zip Code: **51501**

Country: **US**

State: **IA**

Zip Code: **51501**

Country: **US**

FFL

Contact / Condition

**Problems**

Estimate

History / Status

Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	READ CUSTOMERS LETTER

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern. Replace receiver insert check over and clean at no charge under warranty to restore confidence in rifle.

Repairman's Comments

CSR Comments

Repair Search

Refresh

Close

PS 8142



CASE  
934

S. 34

2411

0 A 7/0

could not duplicate concern  
replace the. Inlet, checkover,  
clean AT 1/4 warranty to  
restore confidence in rifle

RECEIVED  
JAN 19 2007

BY: *LW*

Serial  
Number:

71313412

Model: 710



RE00123729

( PS 8143 )

# STORE USE WORKSHEET

513192

Transfer Type		Sending Location		Receiving Location		Control #
<input type="checkbox"/> Store To Store Merchandise <input type="checkbox"/> Outside Department Merchandise		BASS PRO SHOPS #30 2901 Bass Pro Drive Council Bluffs, IA 51501		REMINGTON ARMS CO ATTN - ARMS SUS		
Adjustment Type		Accounting Use Only				
<input type="checkbox"/> Mark Out-Of-Stock <input type="checkbox"/> Mark In-Stock		Dept. #:		Expense Code:	ReClass To Special Account #:	
PG. #	QTY.	SKU/UPC #	SOURCE CODE	DESCRIPTION		UNIT RETAIL
	1EA	1026859	✓	REMINGTON MODEL 710 W/ SCOPE (REM# 27412) 7MM BOLT ACTION RIFLE.		399.99
			LOG	CUSTOMER-1-6		
			S/N	71313412		
				LAST ENTRY		
				WARRANTY REPAIR SERVICE - BOLT / FIRING PIN ANOMALY/ MALFUNCTION. AS BOLT SLIDES FORWARD, FIRING PIN RELEASES AND THE GUN FIRES. REQUEST REPAIR WITH FUNCTIONAL CHECKOUT WITH RETURN TO ABOVE ADDRESS ON COMPLETION.		
				FEDEX GROUND - PAYABLE BY BPS - ADULT SIGNATURE		
				CURRENT FFL PREVIOUSLY SENT		
				POINT OF CONTACT @ BPS 030 IS BRIAN HANSON 712-325-6000 (x4075)		
				THANK YOU.		

PS 8144

**TOTAL**

PREPARED BY: BHanson / Dan JH 1/8/07  
 AUTHORIZED BY: Todd JH 1/8/07  
 KEYED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

REASON: WARRANTY REPAIR  
SERVICE

REMINGTON

## Firearms Acquisition / Disposition Form

This form will be used for all inbound and outbound transfers, all firearms that are received with no paperwork, repair firearms, and any firearm returned for a refund.

☐ TRANSFER IN / LOCATION # \_\_\_\_\_ TRANSFER # \_\_\_\_\_

BASS PRO SHOPS #30  
2901 Bass Pro Drive  
Council Bluffs, IA 51501

UPS TRACKING # \_\_\_\_\_

☐ TRANSFER OUT / LOCATION # \_\_\_\_\_ TRANSFER # \_\_\_\_\_

5-42-155-01-8E-01107 UPS TRACKING # \_\_\_\_\_

☐ REPAIR INBOUND

☐ RECEIVED WITH NO PAPERWORK

☒ REPAIR OUTBOUND

☐ REFUNDED FIREARM: PREVIOUS A&D # \_\_\_\_\_

### FIREARM INFORMATION

SERIAL NUMBER: 71313412 SKU: 1026859

TYPE OF FIREARM: REMINGTON

CALIBER: 7mm ACTION: BOLT MODEL: 710 w/SCOPE (REM # 27412)

### ACQUISITION INFORMATION (INCOMING FIREARM)

DATE OF ACQUISITION: 1/1 A&D BOOK NUMBER: \_\_\_\_\_

NAME OF COMPANY: \_\_\_\_\_

CUSTOMER INFORMATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
STREET CITY STATE ZIP

### DISPOSITION INFORMATION (OUTGOING FIREARM)

DATE OF DISPOSITION: 1/8/07 A&D BOOK NUMBER: CUSTOMER 1-6

NAME OF COMPANY: REMINGTON ARMS COMPANY

CUSTOMER INFORMATION: Attn: Repair/Service Dept. ARMS SERVICE

ADDRESS: 14 HOFFLER AVE ILION NY 13357  
STREET CITY STATE ZIP

COMMENTS: POINT OF CONTACT @ BPS # 30 IS BRIAN HANSON (email bahanson@basspro.ca 712-325-6000 x4075)

WARRANTY REPAIR — AS BOLT SLIDES FORWARD FIRING PIN RELEASES AND THE GUN FIRES.

B. Hanson 1-8-07  
Hunting Manager or Hunting Lead

Tom  
Loss Prevention Agent

(PS 8145)

Remington Arms Co., Inc.  
Product Service  
Legal Case #:844

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122399	12/29/2006	12/12/2006	12/29/2006				

## Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Nance	Deprez	PO Box 207	Heron	MT	59844		H 406-847-2741 W

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing		Unknown	
C				

PI

PD

Cause:4038 Could Not Duplicate Concern

Unknown

S Fired on bolt closing Concern:1008 Fired on Bolt Closing

C

12/12/06-1st time it went off, she was getting out of the car, gun was loaded. 2nd time she closed the bolt and the gun went off. She has less than a box of shells in this rifle and does not want it back.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71110800	CX	4/9/2003 6:46:12 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

Scope and mounts not received with rifle

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA n/c						

Repair/Replacement

Cost

25.00

Repair/Replacement

Date

1/3/2007

12/12/06-cust received ARS label from Consumer services.lw 1/3/07-correspondence from repair-Rusty components, clean action, install new TA at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/29/2006
	Product Type		RF
	Action Type		A

	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Rust on underside of action, underside of barrel, and on the stock screws. Extremely light trigger pull - below factory specifications.
Barrel	Description		22 inche Model 710 3006 caliber
	Date Code		CX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	Rust on underside of action
	Bulged	False	
Safety	Description		710 Safety
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Test Fired	False	

Tests	Feeding Test	True	ok
Trigger	Condition	Slightly Worn; Functioning	Creep in trigger - excess movement prior to firing
	Pull	---Select---	2.5 lbs - under factory specifications
	Altered	False	unable to determine

( PS 8148 )

10

### Address Information

Name: NANCY DANIEL DEPREZ

NANCY DANIEL DEPREZ

Address 1: 1 ELK CREEK ROAD 207

1 ELK CREEK ROAD 207

Address 2:  PO Box

PO Box

City: **HERON**

HERON

State: MT

Zip Code: 59844

Country: US

State ☐ In

Zip Code: 59844

Country: US

FFL

Contact / Condition

## Problems

## Estimate

### History / Status

## Shipping & Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wint	Price	Disc	ExtAmt
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GP TEST	1	1	0	0	0	Y			
4000244	S	GP PARTS USED IN REP	1	1	0	0	0	Y			

Parts: 00

Labor: 00.00

Ship/Handling:	00
----------------	----

Est State Tax: 00

<b>Total:</b>	<b>5.00</b>
---------------	-------------

☒ Charge Taxes

## Repair Search

## Refresh

**Close**

PS 8149

Repair Time

2.5 lbs  
2" 13006  
X

RUST on Bottom of BBL

RUST on Stock screws

light Trigger pull


Trigger creeps before firing

#844

# Remington

## Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 710		Serial Number: 71110800	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: NANCY & DANIEL Deprez		Date of Purchase: 04-05	
Address (no PO Boxes): 1 ELK CREEK RD #207			
City: Heron		State: mt	Zip: 59844
Phone (Daytime): 406 847 2741		Fax:	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. deprez@blackfoot.net			
Please describe your problem: misfired and fired when bolting Bullet in			
Serial Number: 71110800			
Model: 710			
			
RE00122399			
Ammunition Information:			
Manufacturer:			
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: CLEAN ACTION INSTALL NEW			
How often do you clean the bore? (Months or Number of rounds) TA N/C - Change 230145			
How often do you clean the action? (Months or Number of rounds) FLS 12/29/2006			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used: PS 8150			

RECEIVED  
JAN 02 2007

RY. *XW*



244

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/12/06				
Customer Information				
	Reporter (Age )	Incident (Age )		
Name	Nancy Deprez (Duprie)			
Address	PO Box 207			
City, St Zip	Heron, MT 59844			
Home	406-847-2741			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: 1 <sup>st</sup> getting out of car - went off - loaded -				
2 <sup>nd</sup> closed bolt, gun went off				
less than box of shells.				
doesn't want gun.				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem.	BA	710/	71110800	2003
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Factory or Reloads				
Manufacturer				
Caliber				
Bullet type				
Bullet Weight				
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				

Remington Arms Co., Inc.  
Product Service  
Legal Case #:789

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/5/2006		12/2/2006			

## Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Tessia	McNichols	6600 North Hwy 146 Lot 71	Baytown	TX	77520		W 713-748-9628

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Thumb cut				
PD	Cause:4079	Other - Unexamined		
S fired on safe release	Concern:1007	Fired on Safe Release	N	ok
C				

12/5/06-pushed safety to fire and gun discharged. Kicked back and cut thumb. No medical treatment.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7mm Rem Ma	27412	71214070		3/1/2005 11:55:07 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		U			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair/Replacement Cost	Repair/Replacement Date					

12/6/06-sending ARS, ltr, & box to get gun in for evaluation.lw

Examination[Remington/CF/BA]

( PS 8152 )

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

( PS 8153 )

Serial Number: 71214070

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description		
710	27412	MAY	3/1/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX		
te	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
005/03/31	SHIP OHL	ACADEMY CORP	77449	0081171675	richmondgm	57410P-HG

FFL:5-76-201-01-6C-00004

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Not on File at this location

Location: Mayfield

Modelid	Material	ProdLoc	ProdDate	Description				
710	27412	MAY	03/01/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX				
Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Transferred	03/08/2005	Staging	030088649	P30006069	T30000277			

History:	Date	Action	User	Activity Description
	2005/02/25	Assigned	chambleead	710
	2005/02/28	Etching	receiver	
	2005/02/28	Etched	receiver	
	2005/03/01	Packed	woltmanja	27412, 710
	2005/03/03	Warehoused	PLH	27412, 710 Received from Packing
	2005/03/08	Staged	byrdsr	T:T30000277 P:P30006069
	2005/03/08	Transferred	byrdsr	To: OHL on T30000277

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description				
710	27412	MAY	03/01/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX				
Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
hipped	03/31/2005	Intransit	030088649	P30006069	T30000277	213603	0081171675	

istory:	Date	Action	User	Activity Description
	2005/03/09	Received	wrightc	From: MAY on T30000277
	2005/03/10	LocChange	rle	Location: FA46B23 RF
	2005/03/31	ShipUnitAdd	TEH	Shmt:213603 PO:57410P-HG SU:S10711273 - RF
	2005/03/31	Shipped	richmondgm	Shmt: 213603 Delv: 0081171675

Local BATF

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/03/31	SHIP OHL	ACADEMY CORP	77449	0081171675	richmondgm	57410P-HG

Location: Arms Service Repairs

Not on File at this location

Location: Remington Authorized Repair Centers

Not on File at this location

Location: Non-SAP Serial Number Tracking

Not on File at this location

Case Information

Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/2/06			

Customer Information

	Reporter (Age )	Incident (Age )
Name	Tessia McNichols	
Address	6600 North Hwy 146	
City, St Zip	Lot 71	
Home	Baytown, TX 77520	
Cell		
Work	713-748-9628	

Incident Information

Personal Injury <input checked="" type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>
---	--	--	----------------------------------

Nature of Injury: thumb cut

Medical Treatment: NO

Claim:

Incident: Fired on safe release

606-815305

AMS ✓

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
--------------	----------------	-------------------	---------------	----------------

Rem	B/A	710/7mm	71214070	
-----	-----	---------	----------	--

Date Purchased	Where Purchased	Original Owner
----------------	-----------------	----------------

		Yes
--	--	-----

Ammunition Information

Factory or Reloads

Manufacturer

Caliber

Bullet type

Bullet Weight

Lot # of ammunition

Additional Ammo Info:

Other Products Information

PS 8155

# Remington®

December 6, 2006

Tessia McNichols  
6600 North Hwy 146  
Lot 71  
Baytown, TX 77520

Subject: Model 710 Serial #71214070  
RE: Case # 789

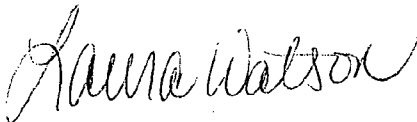
Dear Ms. McNichols,

We were sorry to hear about your rifle firing when you released the safety. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

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

Sincerely,



Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

( PS 8156 )

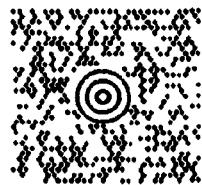
TESSIA MCNICHOLS  
6600 NORTH HWY 146, LOT 71  
BAYTOWN TX 77520

10 LBS  
RS

1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFLER AVE  
ILION NY 13357

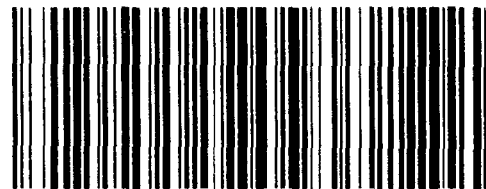


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6636 0053



BILLING: 3RD PARTY  
DESC: . . .  
RETURN SERVICE

REF 1: TESSIA MCNICHOLS/LW

UOH 0.0.16 UPS Thermal 2 60.1A 10/2006



International Shipping Notice - Carriage forward 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 commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping please call 1-800-755-1922.

United Parcel Service, Louisville, KY

( PS 8157 )

Remington Arms Co., Inc.  
Product Service  
Legal Case #:799

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121951	12/21/2006	12/5/2006	12/21/2006	12/2/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Danny	Rhodes						C 304-767-1400

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in friends truck door	Cause:4038 Could Not Duplicate Concern		
S	Gun fired when bolt closed	Concern:1008 Fired on Bolt Closing		Unknown
C				

12/5/06-Cust purchased gun 1 1/2wks ago from Walmart. He had a hard time ejecting the shell. He put 3 shells in the gun and slid the bolt up. It was hard to slide. When he closed the bolt, the gun went off. He took it to Walmart and they would not take it back, just send it in for repair. Cust went to other gun shops and noted that the bolt seems to stick in all of these. He does not feel safe with this rifle and wants his money back or another gun. He said he would take care of his friends truck.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/300 WIN MA	27414	71234830	OZ	7/14/2005 10:38:13 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/2/2006	WAL-MART DC 6003R-REGULAR	SCOPE,RINGS,MOUNT	Y			

12/5/06-Serial number not available at time of call. CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace w/ 700 at n/c						

Repair/Replacement Cost	Repair/Replacement Date
\$205	12/22/2006

12/5/06-sending ARS & ltr. Cust has box. Agreed to replacement with another comparable model. Cust travels alot and requested that I send label to friend Gary Hodges 221A Coopers Dr. Charleston, WV 25302.lw 12/12/06-copy of file requested. Sent to Jessica Bismark at Swanson, Martin & Bell.lw 12/22/06-Cust did not feel safe w/ rifle, requested another model. Replacing with a M/700 SPS ramac 27387 as a gesture of good will.lw

Examination[Remington/CF/BA]

PS 8158



Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/21/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		OZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	

( PS 8159 )

# Remington®

Case #  
799

24"  
02 7/05  
6#

December 6, 2006

Danny Rhodes  
c/o Gary Hodges  
221 A Coopers Dr.  
Charleston, WV 25302

Serial Number: 7 1 2 3 4 8 3 0

Model: 710



RE00121951

Subject: Model 710  
RE: Case #799

Dear Mr. Rhodes,

We were sorry to learn that you had trouble with your new Model 710 rifle. We are certainly glad that you contacted us so that we can work out an agreeable solution with you. As I understand your explanation, the gun fired when you closed the bolt and you no longer feel safe with this model rifle.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and replacement with a comparable rifle. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

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

Sincerely,

Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

could not duplicate concern  
replace in exchange AT  
H/C RAMAC ~~2344~~  
warranty 27387

F003

RECEIVED  
DEC 22 2006

BY:

(NOTE: Please print and complete this form, and then include it with your firearm.)

PS 8161

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>N/A</i>
What were the services performed? <i>N/A</i>
<p><b>Ship your INSURED firearm by either UPS or Parcel Post to:</b></p> <p style="text-align: center;"><b>REMINGTON ARMS CO., INC</b></p> <p style="text-align: center;"><b>ATTN: Arms Service Divison</b></p> <p style="text-align: center;"><b>14 Hoefler Ave</b></p> <p style="text-align: center;"><b>Ilion, NY 13357</b></p>
<p><b>⚠ 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.</b></p> <p> <b>:: Record the serial number of your firearm before sending it.</b>  <b>:: 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.)</b>  <b>:: Remove all accessories from your firearm to prevent loss or damage.</b>  <b>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</b>  <b>:: 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.</b> </p> <p>Charge repairs will be processed using the following guidelines:</p> <p> <b>:: 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)</b>  <b>:: 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.</b> </p>

# WAL★MART

ALWAYS LOW PRICES.

*Always*

WE SELL FOR LESS  
MANAGER CHRIS ROCKENSTEIN

( 304 ) 746 - 1720

ST# 2036	OP# 00003340	TE# 77	TR# 03226
REMINGTON	004770027414	299.87	X
	SUBTOTAL	299.87	
TAX 1	6.000 %	17.99	
	TOTAL	317.86	
ECA CHECK TEND		317.86	
CHANGE DUE		0.00	

When you provide a check as payment, you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable.

## # ITEMS SOLD 1

TC# 5884 1030 3556 {



It's Rollback Season.  
10,000 ways to save.  
11/02/06 21:14:54

### \*\*\*\*\* FIREARMS RETURN POLICY \*\*\*\*\*

All firearm sales are final.  
Wal-Mart will facilitate the repair of damaged merchandise for the length of the specific manufacturer's warranty. Original Wal-Mart receipt and valid government-issued I.D. are required. Gun repair can only be processed at the original store where purchased.

\*\*\*\*\*

( PS 8163 )

pp

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/2/06			
Customer Information				
	Reporter (Age )	Incident (Age )		
Name	Danny Rhodes			
Address	Guy Hotel - 221 A Cooper Dr.			
City, St Zip	Charles Co, WV 25301			
Home				
Cell	304-767-1400			
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:	hole in door			
Incident:	1 1/2 wks ago purch.			
hard Ejecting shell				
pot 3 shells in gun				
slid bolt up, had				
Bolt closed & gun went off				
Took to walmart - they won't take it back				
Send gun to US				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710		
Date Purchased	Where Purchased	Original Owner		
		X		
Ammunition Information				
Factory or Reloads				
Manufacturer				
Caliber				
Bullet type				
Bullet Weight				
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				

# Remington®

December 6, 2006

Danny Rhodes  
c/o Gary Hodges  
221 A Coopers Dr.  
Charleston, WV 25302

Subject: Model 710  
RE: Case #799

Dear Mr. Rhodes,

We were sorry to learn that you had trouble with your new Model 710 rifle. We are certainly glad that you contacted us so that we can work out an agreeable solution with you. As I understand your explanation, the gun fired when you closed the bolt and you no longer feel safe with this model rifle.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and replacement with a comparable rifle. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

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

Sincerely,



Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

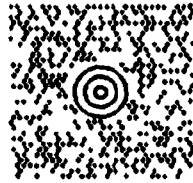
C/O GARY HODGES  
DANNY RHODES  
221 A COOPERS DR  
CHARLESTON WV 25302

10 LBS  
RS

1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFLER AVE  
ILION NY 13357

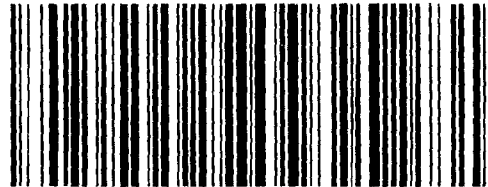


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6654 9154



BILLING: 3RD PARTY  
DESC: ...  
RETURN SERVICE

REF 1: DANNY RHODES/LW

UOM 8.0.16 UPS Thermal 2 58.1R 10/2006



International Shipping Notice - Shipment 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, technology or otherwise were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping details call 1-800-762-7522. United Parcel Service, Louisville, KY

( PS 8166 )