Remington Arms Co., Inc.
Product Service
Legal Case #:1750

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/9/2007		10/26/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ronnie	Chamberlain	840 Hwy 304 Lot 1	Tibideou	LA	70301		C 985-859-0116

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI	hearing hurt				
PD	hole in roof of deer stand	Cause:4079 Other - Unexamined Concern:1028 Fired With Safe ON		N	ok
S					
C					

11/9/07-cust claims rifle discharged in deer stand, shooting hole in roof. When he put the gun on safe, it discharged. hearing hurt for a week. He has been able to make it do this several times.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/				1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			U			

11/9/07-serial number not available at time of call.lw

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				

11/9/07-sending ars & ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 9236

1750

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/9/07	10/26/07			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Ronnie Chamberlain	
Address	840 Hwy 304 Lot 1	
City, St Zip	Tibidoux, LA 70301	
Home		
Cell	985-859-0116	
Work		

Incident Information			
Personal Injury ☒	Property Damage ☒	Safety ☐	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: Discharged in Decorsand hole in Roof

on

pr Safe gun discharged

hearing hurt for week

ARS

make it do it several times

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	Bolt	710		

Date Purchased	Where Purchased	Original Owner

Ammunition Information		
Manufacturer	Caliber/ Gauge	Factory or Reloads
Bullet type	Bullet wt.	Lot #

Additional Ammo Info:

Other Products Information

PS 9237

Remington®

November 9, 2007

Ronnie Chamberlain
840 Hwy 304 Lot 1
Thibodaux, LA 70301

Subject: Model 710
RE: Case #1750

Dear Mr. Chamberlain,

We were sorry to learn that your Model 710 rifle discharged while you were in your deer stand. 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. We appreciate you getting in touch with us so we can evaluate your firearm.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 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. 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

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

PS 9238

RONNIE CHAMBERLAIN
840 HWY 304
THIBODAUX LA 70301

12 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 6779 8286

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:RONNIE CHAMBERLAIN/LW
REF 2:ATTN: SERVICE DEPT

WS 9.0.49 LP2844 69.0A 07/2007

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 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 places, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 9239

Remington Arms Co., Inc.
Product Service
Legal Case #:1771

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/16/2007		11/15/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Gaylord	Day	1255 S Vanblet	Swartz Creek	MI	48473		H 810-635-3690 C 810-397-4108

Incident Information

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

11/16/07-cust was hunting, took safety off, gun went off. cut his thumb, thought he broke it, sore. Taking rifle to Williams Gun Sight RARC to send in for him.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71088470		11/23/2002 2:06:07 AM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	CAMFOUR INC		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				

11/16/07-no action needed at this time. Waiting on williams to send in.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 9240

(171)

Case Information

Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/16/07	11/15/07			

Customer Information

	Reporter (Age)	Incident (Age)
Name	Gaylord Tony	
Address	1255 S. Van Olet	
City, St Zip	Swartz Creek, MI 48473	
Home	810-635-3690	
Cell	810-397-4108	
Work		
	989-832-0378 daugh.	

Incident Information

Personal Injury ☒ Property Damage ☐ Safety ☒ Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident:

Took safety off. Gun went off.

Cut thumb, thought he broke it.

Williams gun sight - Taking to them to send in

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710	71088470	

Date Purchased	Where Purchased	Original Owner

Ammunition Information

Manufacturer	Caliber/ Gauge	Factory or Reloads
Bullet type	**Bullet wt.**	**Lot #**

Additional Ammo Info:

Other Products Information

PS 9241

Remington Arms Co., Inc.
Product Service
Legal Case #:1571

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135543	10/18/2007	9/24/2007		9/22/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Nathan	Fieldson	6925 A Lalomi	Glendale	AZ	85307		C 623-810-7804

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot vehicle	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

9/24/07-cust claims friend was using his rifle. Put the bolt in the rifle, loaded a round in the chamber and the gun went off when he closed the bolt. Round went through passenger door, dashboard and maybe computer (1995 Jeep Grand Cherokee). No injuries. took bolt out of gun and noticed firing pin sticking out. lw 10/24/07-received pictures and estimate for $3800.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71320955	WA	8/3/2006 4:59:43 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	WAL-MART STORE 2554	SCOPE,RINGS,BASE	Y			

9/24/07-serial number not available at time of call.lw

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**				

9/24/07-sending ARS.lw 10/26/07-called cust w/ results. Explained that gun has been altered. He wanted us to pay for damages $3800. Not full fault of Remington, we shouldnt have to pay all damages as gun was altered. He will check with insurance and get back with me.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/19/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED,WILL FOLLOW DOWN FIRING PIN HAD BEEN TURNED IN BOLT WHEN RECEIVED
Barrel	Description		22" 270 WIN
	Date Code		WA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9242

	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	False	
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	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	TRIGGER SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

PS 9243

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: RE00135543
Verify Repair

Serial: 71320955 Model: 710 Center Fire Caliber: 270 WIN Produced: 08/03/2006

Repairman:
Status: New 10/18/2007 10:48:30 AM

Address Information

Customer: Received From
Name: SPORTSMANS WAREHOUSE 128
Address 1: 13277 W MCDOWELL ROAD
Address 2: PO Box:
City: GOODYEAR
State: AZ Zip Code: 85338 Country: US

Return To: Received From
SPORTSMANS WAREHOUSE 128
13277 W MCDOWELL ROAD
PO Box:
GOODYEAR
State: AZ Zip Code: 85338 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
10/18/2007 10:4	valentds	Repair Added	
10/18/2007 10:5	valentds	From: Check In	To:
10/19/2007 1:17	supryll	Placed in PS Back Rack	Holding for disposition

- Shipping Hold
- Interface Hold
- Estimate Sent
- Parts Received
- Passed inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status
New
10/18/2007 10:48:30 AM
valentds
Product Services
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search | Refresh | Close

supryll 10/19/2007 1:17 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Microsoft Excel - P... | Current Cases - Mi... | Arms Services Rep... | Microsoft Word | 1:17 PM

RECEIVED
OCT 22 2007
BY: _____

PS 9244

Remington®

1571

22"
WA 8/06
2#

September 24, 2007

Serial Number: 71320955
Model: 710
RE00135543

Nathan Fieldson
6925A Lalomi
Glendale, AZ 85307

Subject: Model 710
RE: Case #1571

Dear Mr. Fieldson,

We were sorry to learn of the unfortunate incident that you and Eric experienced with your Model 710 rifle. As I understand it, the rifle fired when Eric closed the bolt on a round, shooting a hole in your 1995 Jeep Grand Cherokee. You also notated that when you removed the bolt, the firing pin was sticking out on the bolt face. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 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. 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

Will follow down on firing set screws altered

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

PS 9245

Remington

Factory Repair Instructions

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

Model Number: 710	**Serial Number:** 71320955
Are you the original owner?: ☒ YES ☐ NO	
Name: Nathan Fieldson	**Date of Purchase:**
Address (no PO Boxes):	
6925 A lallemi	
City: Glendale	**State:** Arizona **Zip:** 85307
Phone (Daytime): 623 910 7804	**Fax:**
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem: While ~~trst~~ pushing bolt forward to chamber a round the firearm went off. After Removing the bolt and looking the firing pin was not Recessed into the face of the bolt and cannot get it to Recess. this happened on the 22 of sep 2007 it was dry using winchester Super X 150 grain bullets

Ammunition Information:

Manufacturer: Winchester	Type: Super X
Other (i.e. bullet weight/type, shot size, powder): 270cal. 150 grain	

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: Quick scrub

How often do you clean the bore? (Months or Number of rounds) once a month

How often do you clean the action? (Months or Number of rounds) once a month

How often do you clean the trigger assembly? (Months or Number of rounds) once every few months

Brand of lubricant used: Rem oil

PS 9246

How often do you lubricate the bore? (Months or Number of rounds) every 50 Rounds

How often do you lubricate the action? (Months or Number of rounds) every time I use it

How often do you lubricate the trigger assembly? (Months or Number of rounds) every couple of months

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

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.

:: 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 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.

PS 9247

SPORTSMAN'S WAREHOUSE

Ernie Casillas
Assistant Hunting Department Manager

13277 West McDowell Road · Goodyear, AZ 85395
phone (623) 536-0700 · fax (623) 536-0701
www.sportsmanswarehouse.com

Date [illegible]

Store # [illegible]

SHIP TO: [illegible]

SPORTSMAN'S WAREHOUSE
America's Premier Outfitter

☐ Defective ☐ Credit Only ☒ Replace or Repair

SHIPPED: FedEx: ☒ Ground ☐ Express ☐ Other

CUSTOMER: [illegible]

PHONE #: [illegible]

RA#:

ACCT#:

1.	[illegible]	[illegible]	[illegible]	[illegible]
SUBTOTAL	TAX	SHIPPING	TOTAL	

PS 9248

Estimate #
2547
Estimate Ref # 2,547
Date Printed: 10/02/2007
5:17 pm

B & A Auto Repair
12405 W. Glendale Ave.
Glendale, AZ 85307-0000
Phone: (623) 536-0555
Fax: (623) 536-0550

Estimate

Hat/ref #

Promised Time:

Fieldson, Nathan

Luke AFB, Az 85309-0000
Home: (623) 810-7804

1995 JEEP GRAND CHEROKEE 5.2
VIN:
License: 555-AAA
Unit #:
DOM:
Mileage In: 0
Mileage Out: 0

Date Written: 10/02/2007
Written By: Frank
Save Old Parts: No

Job Name		Description	Qty	List	Extended
Job #1		**POWERTRAIN CONTROL MODULE - POWERTRAIN CONTROL...**			
Part	-- 56028113	OEM - POWERTRAIN CONTROL MODULE - ECM	1.00	$715.00	$715.00
Part	-- 4723518	OEM - EVAPORATOR CORE	1.00	$159.00	$159.00
Part	-- 4720008	OEM - HEATER CORE	1.00	$205.00	$205.00
Labor	-- 1	Work Requested - POWERTRAIN CONTROL MODULE - POWERTRAIN CONTROL MODULE - Replace	0.70	$80.00	$56.00
Labor	-- 1	Work Requested - HEATING AND AIR CONDITIONING - HEATING AND AIR CONDITIONING - Evacuate/Recharge - Evacuate & Recharge	1.40	$80.00	$112.00
Labor	-- 1	Work Requested - EVAPORATOR CORE - EVAPORATOR CORE - Replace	5.40	$80.00	$432.00
Labor	-- 1	Work Requested - HEATER CORE - HEATER CORE - Replace - Main System - With AC	5.50	$80.00	$440.00
Part	-- 4720006	OEM - BLOWER MOTOR	1.00	$125.00	$125.00
Labor	-- 1	Work Requested - BLOWER MOTOR - BLOWER MOTOR - Replace	0.80	$80.00	$64.00
Part	--	Evaporator Case Upper	1.00	$111.99	$111.99
Part	--	Freon	30.00	$1.10	$33.00
Part	--	Anti Freeeze	2.00	$12.99	$25.98
Labor	-- 1	Work Requested - Repair Wiring Harness	8.00	$80.00	$640.00
Labor	-- 1	Work Requested - Repair Firewall	2.00	$80.00	$160.00
Labor	-- 1	Work Requested - Repair Door Support	1.00	$80.00	$80.00
Labor	-- 1	Work Requested - No Start Diagnostic	1.00	$80.00	$80.00
Labor	-- 1	Work Requested - Flash PCM	1.50	$80.00	$120.00
Sublet	--	Work Requested - Towing	1.00	$75.00	$75.00
Part	--	Evaporator Case Lower	1.00	$111.99	$111.99

PS 9249

Estimate #
2547
Estimate Ref # 2,547
Date Printed: 10/02/2007
5:17 pm

B & A Auto Repair
12405 W. Glendale Ave.
Glendale, AZ 85307-0000
Phone: (623) 536-0555
Fax: (623) 536-0550

Estimate

Hat/ref #

Promised Time:

Fieldson, Nathan

Luke AFB, Az 85309-0000
Home: (623) 810-7804

1995 JEEP GRAND CHEROKEE 5.2
VIN:
License: 555-AAA
Unit #:
DOM:

Mileage In: 0
Mileage Out: 0

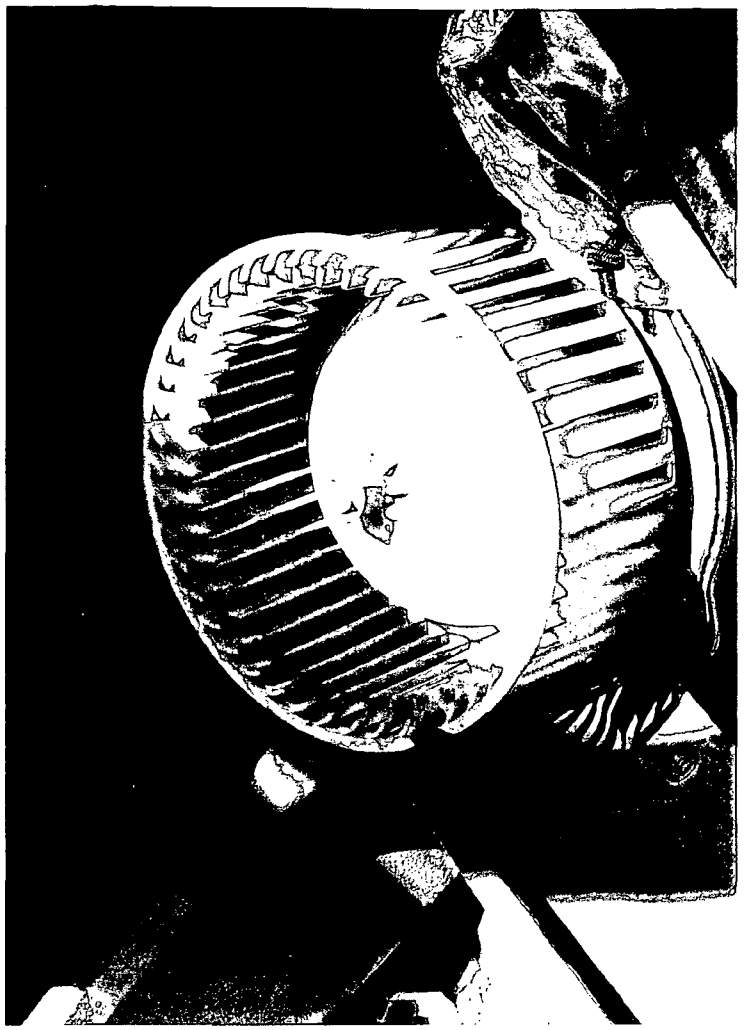
Date Written: 10/02/2007
Written By: Frank
Save Old Parts: No

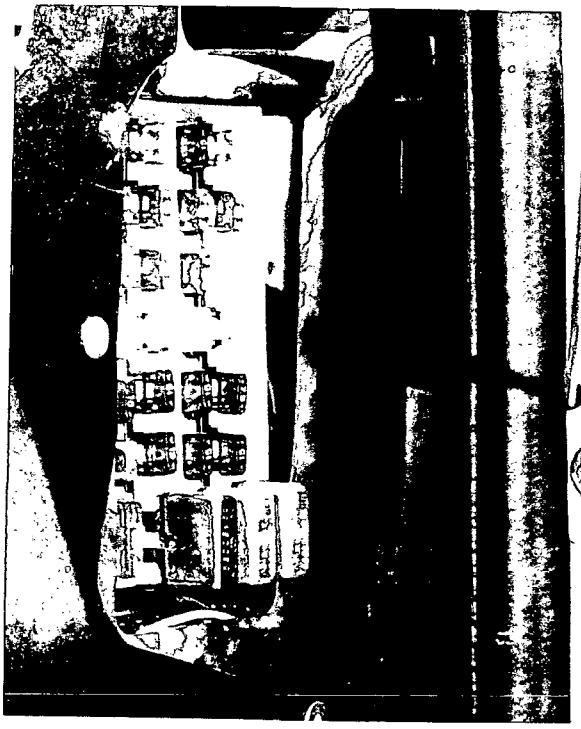
Job Name	Description	Qty	List	Extended
			Job Subtotal :	**$3,745.96**

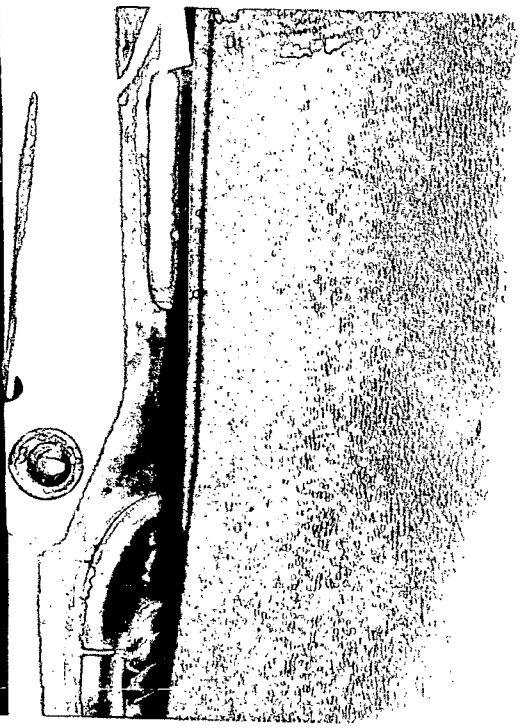
Parts:	$1,486.96
Labor:	$2,184.00
Sublet:	$75.00
Misc:	$0.00
Discount:	$0.00
Hazmat:	$4.00
Supplies:	$3.00
Tax:	$93.87
Total:	**$3,846.83**

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

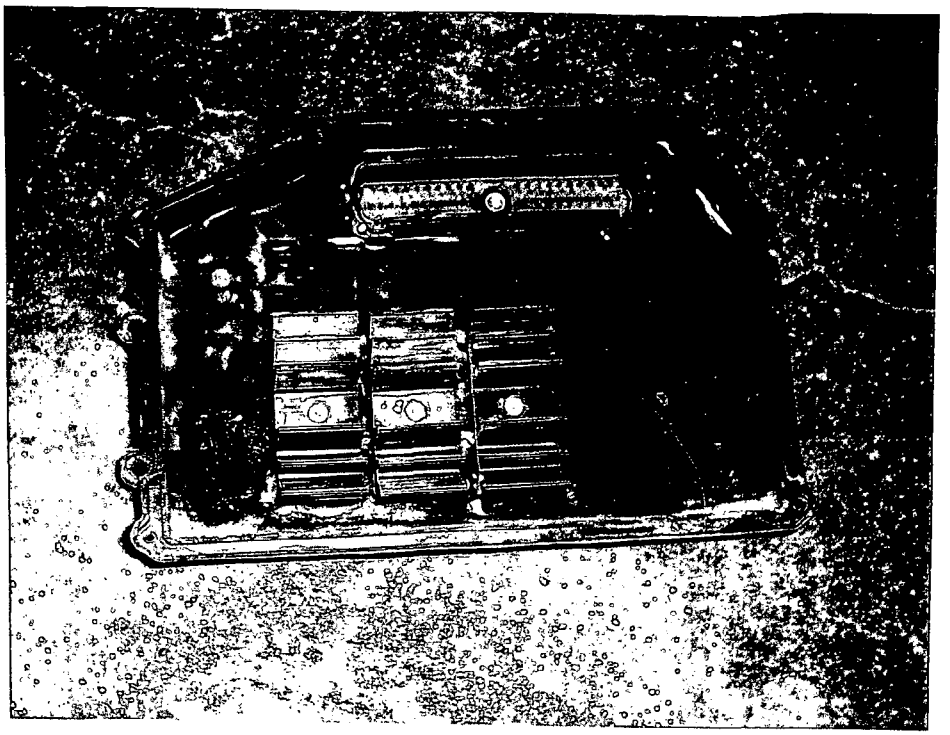
Authorized By _____ Date _____ Time (PS 9250)

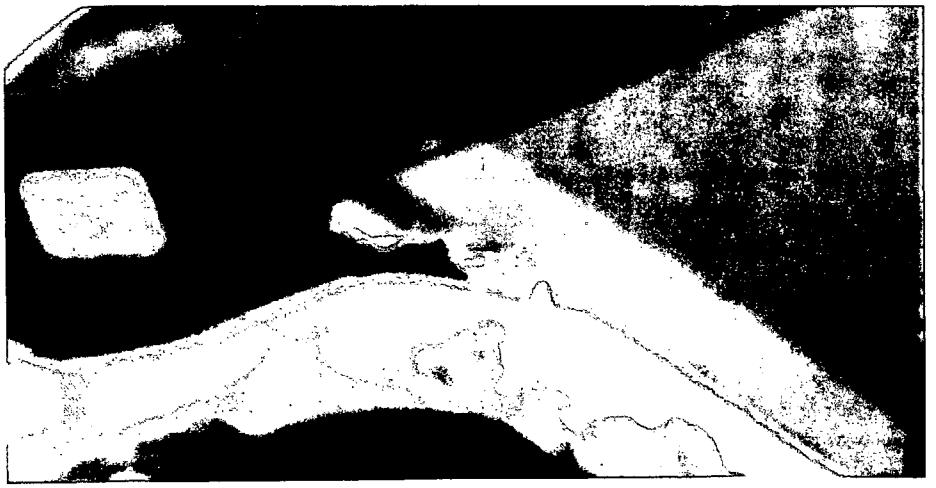






PS 9251





PS 9252

Remington®

September 24, 2007

Nathan Fieldson
6925A Lalomi
Glendale, AZ 85307

Subject: Model 710
RE: Case #1571

Dear Mr. Fieldson,

We were sorry to learn of the unfortunate incident that you and Eric experienced with your Model 710 rifle. As I understand it, the rifle fired when Eric closed the bolt on a round, shooting a hole in your 1995 Jeep Grand Cherokee. You also notated that when you removed the bolt, the firing pin was sticking out on the bolt face. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 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. 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

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

PS 9253

NATHAN FIELDSON
6925 A LALOMI
GLENDALE AZ 85307

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 6541 3015

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:NATHAN FIELDSON/LW
REF 2:REF#: 710

WS 9.0.49 LP2442 69.0A 07/2007

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 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 places, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 9254

Remington Arms Co., Inc.
Product Service
Legal Case #:1245

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129874	5/30/2007	5/1/2007	6/5/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robert A.	Hunter	Rt 3 Box 2105	Wayne	WV	25570		H 304-272-9002 W 304-526-5880

Incident Information

	Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI					
PD					
S	Cust does not feel safe w/ this firearm	Cause:4079 Other - Unexamined Concern:1040 Other - Firearms		Unknown	
C					

5/1/07-call from Fred Supry-Per Dale Wills, cust was called for deposition in Williams case. Based on his conversations with opposing attornies, he does not feel safe with these rifles. Previously evaluated on RE114509/ PS case 255 & RE114507/ PS case 256. Request for refund of these rifles. I called cust and left msg at his work number.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71063356	KW	5/28/2002 1:18:17 AM

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

Returned for refund

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
Refund			350.00		6/5/2007	

Repair/Replacement Cost	Repair/Replacement Date

Two rifles returned for refund - RE#: 129508 and 129874 6/5/07-refund issued.lw

---

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		5/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4039	No Fault Found	Customer was deposed in a court case involving another Model 710 rifle and as a result he does not trust his rifles and returned them for a refund fls.
Barrel	Description		22 inch 3006 caliber M/710
	Date Code		KW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9255

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	some brass shavings on bolt face
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
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	
	Bulged	False	
Safety	Description		Model 710 safety arm
	Function	Slightly Worn; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
Pull	Trigger	Condition	Slightly Worn; Functioning
		---Select---	5.5 lbs
Altered		False	
Sub-Assembly		Other Remington	

PS 9256

Remington®

129874

May 2, 2007

Robert A. Hunter
Rt 3 Box 2105
Wayne, WV 25570

LAUREN,
Both guns are now IN.
Please refund and close
CASE 1244 & 1245.
FLS

Subject: Model 710 Serial #71063356 & 71057285
RE: Case #1245 & 1244

Dear Mr. Hunter,

We were sorry to learn that you are not satisfied with the Model 710 rifles. Although we did not find anything wrong with these, we will honor your request for a refund.

As we discussed, I have enclosed a prepaid shipping label for you to ship the firearm back to our factory so I can process your refund. 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. Please be sure to include a copy of the receipts.

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

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

RECEIVED
JUN 04 2007

Case 1245

PS 9257

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

Parts/Repairs 800-243-9700
Fax 336-548-7801

www.remington.com info@remington.com

REPAIR DOCUMENT **REPAIR DOCUMENT**

Repair Order Number	Description/Serial Number	Date Received - 7/12/2006
RE00114507	71063356	Estimate Date -
Account # - R-	Model 710 Center Fire Caliber: 30-06	Current Date - 7/21/2006

Customer
ROBERT A. HUNTER
RT. 3
P.O. BOX 2105
WAYNE. WV 25570 US

Return To
ROBERT A. HUNTER
RT. 3
P.O. BOX 2105
WAYNE. WV 25570 US

Phone (H) (304)-272-9002 **Fax**
Phone (W) **Email**

Problems

Reported		Found	
M992	FIRES WHEN BOLT IS CLOSED	M123	FORWARD TO PRODUCT SERVICE FC

Technician's Comments

ProblemNotes could not duplicate concern.check over,fit new trigger assm,clean at no charge

Parts and Labor

Material #	Material Description	Quantity	Warranty (Y/N)
Part			
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	Y
Part	**Total:**	1	
Service			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000119	GR-TEST	1	Y
Service	**Total:**	1	

PS 9258

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: RE00129874

Verify Repair

Serial: 71053356 Model: 710 Center Fire Caliber: 30-06 SPRG Produced: 05/28/2002

Repairman:

Status: New 5/30/2007 1:41:39 PM

Address Information

Customer: Received From

Name: ROBERT HUNTER

Address 1: RT 3 BOX 2105

Address 2: PO Box:

City: WAYNE

State: WV Zip Code: 25570 Country: US

Return To: Received From

ROBERT HUNTER

RT 3 BOX 2105

PO Box:

WAYNE

State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
5/30/2007 1:37:0	valentds	Repair Added	
5/30/2007 1:41:3	valentds	Repair information change	
5/31/2007 10:13	supryll	Placed in Product Service Back Rack	Holding for return

- Shipping Hold
- InteiFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

5/30/2007 1:41:39 PM

valentds

Check In

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 5/31/2007 10:13 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair | Current Cases - Micro... | Microsoft Excel - PS H... | 10:13 AM

PS 9259

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

Purchase Order No.

Laura Watson
Name of Person Originating APV

Madison/ 8789
Location/Extension of Originator

6/1/2007
Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: **Robert Hunter**

Street and No. **Rt 3 Box 2105**

City **Wayne** State **WV** Zip Code **25570**

____% ____ Days; Net _____ Days or _____ Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Total Cents
Refund for Model 710 rifles. RE129508/ serial 71057285 & RE129874/ serial 71063356	700	00
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		

Distribution

8850050-230145 **Cost Element/Cost Center**

_____ **Tax**

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: Laura Watson

Signed: [illegible]

Date: 4/1/07

Gross	700	00
Discount		
Net	700	00

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____
(If in Foreign Currency)

PS 9260

Remington®

1244

LAURA,
Holding until you have issued refund.
Fred 5/24/07

May 2, 2007

Robert A. Hunter
Rt 3 Box 2105
Wayne, WV 25570

RECEIVED
MAY 25 2007
BY:----------

Subject: Model 710 Serial #71063356 & 71057285
RE: Case #1245 & 1244

Dear Mr. Hunter,

We were sorry to learn that you are not satisfied with the Model 710 rifles. Although we did not find anything wrong with these, we will honor your request for a refund.

As we discussed, I have enclosed a prepaid shipping label for you to ship the firearm back to our factory so I can process your refund. 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. Please be sure to include a copy of the receipts.

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,

5/29 2:30 Phone busy
5/30 $350 w/ tax

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

Serial Number: 71057285
Model: 710
RE00129508

PS 9261

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: RE00129508

Verify Repair | High Priority

Serial: 71057285 Model: 710 Center Fire Caliber: 30.06 SPRG Produced: 04/16/2002

Repairman:

Status: New 5/23/2007 12:50:40 PM

Address Information

Customer: Received From

Name: ROBERT HUNTER
Address 1: RT 3
Address 2:
PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Return To: Received From

ROBERT HUNTER
RT 3
PO Box: 2105
WAYNE
State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
5/18/2007 10:04:	donovands	Repair Added	
5/23/2007 12:49:	valentds	Repair information change	
5/23/2007 12:50:	valentds	Repair information change	
5/23/2007 12:51:	valentds	From: Check In	To: Repair Bench
5/23/2007 12:54:	valentds	From: Repair Bench	To:
5/24/2007 8:08:	supryfl	Placed in Product Service Back Rack	Holding until refunded

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New
5/23/2007 12:50:40 PM
valentds
Product Services
Repair Location: IEN
Current Location: IEN
Transfer Number:

Repair Search | Refresh | Close

supryfl | 5/24/2007 | 8:08 AM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft Out... | Arms Services Repair | Current Cases - Micro... | 8:08 AM

PS 9262

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

Parts/Repairs 800-243-9700
Fax 336-548-7801

www.remington.com info@remington.com

REPAIR DOCUMENT **REPAIR DOCUMENT**

Repair Order Number RE00114507 **Account # - R-**	**Description/Serial Number** 71063356 Model 710 Center Fire Caliber: 30-06	**Date Received -** 7/12/2006 **Estimate Date -** **Current Date -** 7/21/2006

Customer
ROBERT A. HUNTER
RT. 3
P.O. BOX 2105
WAYNE, WV 25570 US

Return To
ROBERT A. HUNTER
RT. 3
P.O. BOX 2105
WAYNE, WV 25570 US

Phone (H) (304)-272-9002
Phone (W)
Fax
Email

Problems

Reported		Found	
M992	FIRES WHEN BOLT IS CLOSED	M123	FORWARD TO PRODUCT SERVICE FC

Technician's Comments

ProblemNotes could not duplicate concern.check over,fit new trigger assm,clean at no charge

Parts and Labor

Material #	Material Description	Quantity	Warranty (Y/N)
Part			
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	Y
Part	**Total:**	1	
Service			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000119	GR-TEST	1	Y
Service	**Total:**	1	

710 57285 Received 5/23/2007

PS 9263

Remington Arms Co., Inc.
Product Service
Legal Case #:1827

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137763	12/5/2007	12/6/2007	12/8/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Craig	Jackson	1742 Winsor Blvd	Homewood	AL	35209		H 205-281-8286 E fcraigaa@sol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S fires on safe release	Concern:1007 Fired on Safe Release			
C				

12/10/07-correspondence from repair-fires when you take safety off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPR	27410	71096924	BX	1/16/2003 6:39:34 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
12/1/2006	ACADEMY CORP		N			

CONCERN:FSR

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 at discount						

Repair/Replacement Cost	Repair/Replacement Date

12/10/07-quote sent to replace TA at 1/2 normal charges.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

PS 9264

	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	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

PS 9265

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: RE00137763

Verify Repair

Serial: 71096924 Model 710 Center Fire Caliber: 30 06 SPRG Produced: 01/16/2003

Repairman:

Status: New 12/5/2007 2:51:25 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: CRAIG JACKSON	CRAIG JACKSON
Address 1: 1742 WINSOR BLVD	1742 WINSOR BLVD
Address 2: PO Box:	PO Box:
City: HOMEWOOD	HOMEWOOD
State: AL Zip Code: 35209 Country: US	State: AL Zip Code: 35209 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
12/3/2007 9:34:4	skinnerjl	Repair Added	
12/5/2007 2:51:2	valentds	Repair information change	
12/5/2007 2:53:2	valentds	From: Check In	To:
12/6/2007 7:53:0	supryfl	Returned to AS for repair	at special price

- Shipping Hold
- InteiFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

12/5/2007 2:51:25 PM

valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number

Repair Search | Refresh | Close

supryfl 12/6/2007 7:53 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel - PS H... | 7:53 AM

PS 9266

1827

Remington

Factory Repair Instructions

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

B4 1/03
2#
22"

Model Number: 710	**Serial Number:** 71096924
Are you the original owner?: ☐ YES ☐ NO	
Name: CRAIG JACKSON	**Date of Purchase:** Dec 06 used
Address (no PO Boxes): 1742 Windsor Blvd	
City: Homewood	**State:** AL **Zip:** 35209
Phone (Daytime): 205-281-8286	**Fax:**
E-mail Address: FCRAIGAA@AOL.COM	
☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

Gun will fire when you take the safety off.

Ammunition Information:

Manufacturer: Remington	Type: Core lok
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:	Rem Oil
How often do you clean the bore? (Months or Number of rounds)	After each fire
How often do you clean the action? (Months or Number of rounds)	"
How often do you clean the trigger assembly? (Months or Number of rounds)	"
Brand of lubricant used:	Rem Oil

PS 9267

OVER

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?

☐ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

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.

:: 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 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:

$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please h your gun)

timate detailing the nature of the repair, applicable taxes air estimate. Repairs can be paid by check, money order, , or VISA). If you wish, you can expedite repairs over billed to your credit card.

Serial Number: 71096924

Model: 710

RE00137763

Trig. set screws altered, no return on trigger, will follow Down. Replace TPA, check over clean AT. 1/2 normal charges.
Quote

PS 9268

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 9269

Part	Sub-Part	Code	Comment

PS 9270

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

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/03/31	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
Transfered	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	Transfered	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
Shipped	03/31/2005	Intransit	030088649	P30006069	T30000277	213603	0081171675	

History:

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

PS 9271

189

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 ☒	Property Damage ☐	Safety ☒	Concern ☐

Nature of Injury: thumb cut

Medical Treatment: No

Claim:

Incident: Fired on safe release

bov-815305

ATLS ✓

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710/7mm	7121407O	

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 9272

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

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

PS 9273

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

UOW 8.8.16 UPS Thermal 2 60.1A 10/2006

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 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 claims, call 1-800-742-5877.
United Parcel Service, Louisville, KY

PS 9274

Craddock, Amanda

From: Watson, Laura M.
Sent: Tuesday, December 05, 2006 10:27 AM
To: Media Coordinator Schedule
Subject: ARS requests

```
4XX596        DEC 05, 2006    ALL CURR USD        1 OF 1
SERVICE GNDCOM        ACT WT 10.0 LBS       LP
TRACKING# 1Z4XX5969066360053
REF 1: TESSIA MCNICHOLS/LW
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE REF RATE CHRGS:                SVC  T/P USD
DV 0.00              COD   0.00             RS  0.50
DC 0.00              HZMT  0.00             SD  0.00
AH 0.00              NTFY  0.00             SP  0.00
TOT REF CHG 8.54           REF+HANDLING      8.54
```

Remington.
www.remington.com

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

ARS LABEL REQUEST

DATE:	12/5/2006	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXX
DESCRIPTION:	Ref: 710		

LABEL INFORMATION

MAIL LABEL TO:	Tessia McNichols 6600 North Hwy 146 Lot 71 Baytown, TX 77520
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

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

PS 9275

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

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/03/31	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
Transfered	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	Transfered	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
Shipped	03/31/2005	Intransit	030088649	P30006069	T30000277	213603	0081171675	

History:

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

PS 9276

789

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 ☒ Property Damage ☐ Safety ☒ Concern ☐

Nature of Injury: thumb cut

Medical Treatment: No

Claim:

Incident: Fired on safe release

bow-815305

AMS ✓

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710/7mm	7121407 0	

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 9277

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

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

PS 9278

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

UOW 8.0.16 UPS Thermal 2 80.1A 10/2006

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 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 shipment issues, call 1-800-742-5877. United Parcel Service, Louisville, KY

PS 9279

Craddock, Amanda

From: Watson, Laura M.
Sent: Tuesday, December 05, 2006 10:27 AM
To: Media Coordinator Schedule
Subject: ARS requests

```
4XX596        DEC 05, 2006    ALL CURR USD        1 OF 1
SERVICE GNDCOM        ACT WT 10.0 LBS       LP
TRACKING# 1Z4XX5969068360053
REF 1: TESSIA MCNICHOLS/LW
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE REF RATE CHRGS:            SVC  T/P USD
DV 0.00              COD   0.00          RS  0.50
DC 0.00              HZMT  0.00          SD  0.00
AH 0.00              NTFY  0.00          SP  0.00
TOT REF CHG 8.54           REF+HANDLING      8.54
```

Remington.
www.remington.com

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

ARS LABEL REQUEST

DATE:	12/5/2006	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXX
DESCRIPTION:	Ref: 710		

LABEL INFORMATION

MAIL LABEL TO:	Tessia McNichols 6600 North Hwy 146 Lot 71 Baytown, TX 77520
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

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

PS 9280

Remington Arms Co., Inc.
Product Service
Legal Case #:1622

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134729	10/8/2007	10/9/2007	10/15/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robin	Witham	1882 US Hwy 1	Cary Plt	ME	04471		H 207-538-6318

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S fired w/ safety on	Concern:1028 Fired With Safe ON			
C				

10/15/07-correspondence from repair-cust slipped while hunting. Came down on butt of gun and the gun went off. cust does not feel comfortable w/ gun and would like something else. No injuries, just shaken up.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7MM REM MA	27412	71228383	KZ	5/27/2005 12:33:47 AM

Date Purchased	Where Purchased	Accessories	Original Owner
12/1/2006	WAL-MART DC 6003R-REGULAR		Y

CONCERN:FIRES WITH SAFETY ON

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/ M/700 27343						

Repair/Replacement Cost	Repair/Replacement Date
230	10/15/2007

10/15/07-cust ok w/ 27343 M/700 SPS DM.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/9/2007
	Product Type		RF

PS 9281

	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	TRIGGER PLATE BROKEN CAUSING FOLLOW DOWNS
Barrel	Description		24" 7MM REM MAG
	Date Code		KZ
	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	False	
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	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	PLATE BROKEN
	Pull	---Select---	N/A FOLLOWS DOWN
	Altered	False	
	Sub-Assembly	Other Remington	

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: RE00134729 | Serial: 71228383 Model: 710 Center Fire Caliber: 7 MM REM MAG Produced: 05/27/2005 | Repairman: | Status: New 10/3/2007 8:21:20 AM

Verify Repair | High Priority

Address Information

Customer: Received From
Name: ROBIN WITHAM
Address 1: 1882 US HWY 1
Address 2: PO Box:
City: CARY PLT
State: ME Zip Code: 04471 Country: US

Return To: Received From
ROBIN WITHAM
1882 US HWY 1
PO Box:
CARY PLT
State: ME Zip Code: 04471 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
10/1/2007 10:34:	skinnertl	Repair Added	
10/3/2007 7:52:4	valentds	Repair information change	
10/3/2007 8:21:2	valentds	Repair information change	
10/5/2007 10:09:	pencerl	From: Check In	To: Repair Bench
10/12/2007 10:4	supryfl	Placed in PS Back Rack	Holding for disposition

Shipping Hold
InterFace Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
10/3/2007 8:21:20 AM
valentds
Repair Bench
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 10/12/2007 10:41 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Excel | Search for a Serial Nu... | Arms Services Repair... | 10:41 AM

10/15/07 1msg w/ Yvonne, wife 3:00

~~273 84 SPS~~
27343 SPS DM

PS 9283

Cust. Requests Exchange

1622

RZ 5/05

21"

Remington

X

Factory Repair Instructions

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

Model Number: 710	**Serial Number:** 71228383
Are you the original owner?: [X] YES [ ] NO	
Name: Robin A. Witham	**Date of Purchase:** 12/01/06
Address (no PO Boxes): 1882 U.S. Hwy. 2	
City: Cary PLT.	**State:** Maine **Zip:** 04471
Phone (Daytime): 207-538-6318	**Fax:** 207-521-0397
E-mail Address:	

[ ] I would like to receive future e-mail updates from Remington.

Please describe your problem: Rifle fired with safty on, also bolt didn't seem to work very well.

779

Serial Number: 71228383

Model: 710

RE00134729

Type: TR19 - housing broken causing firing pin to follow down.

Powder Weight:

Primer Used:

Bullet Type/Shot Size:

Reloader Used:

Lauren, contact customer to determine what gun we can exchange for.

Fred

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington

How often do you clean the bore? (Months or Number of rounds) 1st time fired 1 Mo. ago with in this

How often do you clean the action? (Months or Number of rounds) Time Maybe 25 rounds fired

How often do you clean the trigger assembly? (Months or Number of rounds) Rifle has been stored in a Gun Safe Checked Monthly and lightly oiled as needed

Brand of lubricant used: Remington

PS 9284

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?

[X] YES [ ] NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never

What were the services performed? None

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

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.

:: 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 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.

PS 9285

Notes

TO: Remington Arms Service Manager

Remington guns have been in my family for many years. We have always felt Save and Confedant about there performance and accuracy. My father has shot over 200 deer with his. We are a large family of hunters. I am now 49yrs. old and have been hunting Since I was 8yrs. Old. I am also a U.S. Army Vet. and have never had the Scare that this gun gave me. NO matter What a Weapon Should not go off with the Safty on. This is what happened. As I Was Walking in The Woods I Slipped on a tree root. As I Slipped I

PS 9286

© 2001 PlanAhead

Notes

Came down on the butt of the gun. The gun then went off, firering write by my face. Thats when I realized the scare of how fast life can be over. This is also why I don't feel that I could ever be comfortable with this gun agian, NO matter what is done with it.

I ask PLEASE exchange this gun for a different model. Something I can once agian feel Confedant and safe with. I also realize there would be a price difference, I'll Pay it. Just restore my Confedance in a fine Remington rifle. TO call and speak with me if needed.
(207) 538-6318

Thank you for your Concern
Robin Witham

© 2001 PlanAhead

PS 9287

JNT 02 88-971

WAL★MART

ALWAYS LOW PRICES.

Always.

WE SELL FOR LESS
MANAGER JOHN BILLINGS
(207) 532 - 2181

ST# 1974 OP# 00001410 TE# 22 TR# 04749

BAKEWARE SET	007675362625	19.86	X
PACK	002096849277	11.00	T
PRYREX SET	007116000195	18.97	X
WORKSHOP PAK	005026729537	4.97	X
HOUSE PACK	005026729533	4.97	X
POUCH	002096850498	5.00	T
L/S TSHIRT	068001380234	5.00	T
CARGO PANT	083391900752	15.00	T
CARGO PANT	083391900754	17.00	T
STIC MUG HK	005026721072	2.24	X
REMINGTON	004770027412	299.87	X
	SUBTOTAL	403.88	
TAX 1	5.000 %	20.19	
	TOTAL	424.07	
	VISA TEND	424.07	

ACCOUNT #1185
APPROVAL #07166A
TRANS ID -0166335707468728
VALIDATION -ZN7G
PAYMENT SERVICE - E

CHANGE DUE 0.00

ITEMS SOLD 11

TC# 0710 4802 5204 0355 8460 7

Yvonne Witham

It's Rollback Season.
10,000 ways to save.
12/01/06 14:39:28

CUSTOMER COPY

Remington Arms Co., Inc.
Product Service
Legal Case #:1763

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/14/2007		11/7/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Clyde	Woodby	7820 Ebenezer Church Rd	Raleigh	NC	27612		H 919-524-0558

Incident Information

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

11/14/07-cust has had problems with the clip and feeding in the past. we sent him a new stock. He went hunting last weekend, gun jammed. He was standing beside the truck ejecting the round and the gun went off with the safety on. Shot through the back floorboard of truck and hit the return line of the gas tank. Cust claims gun was on safe.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270Win	27408	71123621		6/22/2003 10:25:14 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	DICK S SPORTING GOODS		Y

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				

11/15/07-sending box, ars, & ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 9288

(763)

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/14/07	11/7/07			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Clyde Woodby	
Address	7820 [illegible]	
City, St Zip	Raleigh, NC 27612	
Home	919-524-0558	
Cell		
Work		

Incident Information			
Personal Injury ☐	Property Damage ☒	Safety ☐	Concern ☐

Nature of Injury:

Medical Treatment:

Claim:

Incident: prob w/ clip.
Sent new clip

went hunting this weekend - Wed 11/7/07
gun jammed
ejected round, set round off
[illegible] in truck
return line of [illegible]
[illegible] seat, floor board

box - ✓
AKS - ✓

gun on safe.

Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
RCM	B/A	710 / 270	71123621	2003

Date Purchased	Where Purchased	Original Owner

Ammunition Information		
Manufacturer	Caliber/ Gauge	Factory or Reloads
Bullet type	Bullet wt.	Lot #

Additional Ammo Info:

Other Products Information

PS 9289

Remington®

November 15, 2007

Clyde Woodby
7820 Ebeneezer Church Rd.
Raleigh, NC 27612

Subject: Model 710 Serial #71123621
RE: Case #1763

Dear Mr. Woodby,

We were sorry to learn about the accidental discharge that you experienced with your Model 710. I understand this was very frightening for you and we are certainly glad that no one was injured.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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

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

PS 9290

CLYDE WOODBY
7020 EBENEEZER CHURCH RD
RALEIGH NC 27612

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 6656 6671

BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1:CLYDE WOODBY/LW
REF 2:ATTN: SERVICE DEPT/REF# 71123621
WS 9.0.49 LP2844 69.0A 07/2007

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 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 places, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 9291