

Remington Arms Co., Inc.
Product Service
Legal Case #:2230

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 142934 | 3/12/2008 | 3/13/2008 | 3/13/2008 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-----------------|----------|-------|-------|-----|--------------------------------------------------------------|
| Reporter | | John | Lennox | 719 Acadian Dr. | Jennings | LA | 70546 | | H 337-821-2448 F 337-821-2445 E Lennox_J@bellsouth.net |

Incident Information

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

3/14/08-correspondence from repair-gun having cycling issues-wont chamber. Also, it fired on bolt closing at one time.lw

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|-----------|-------|----------------|-------|----------|------|-------------------------|
| Remington | CF/BA | 710/7MM REM MA | 27412 | 71228777 | KZ | 5/31/2005 9:41:54 AM |

| Date Purchased | Where Purchased | Accessories | Original Owner |
|----------------|---------------------------|-----------------------------|----------------|
| 9/22/2007 | WAL-MART DC 6003R-REGULAR | SCOPE,RINGS,BASE,LENS COVER | 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 |
|-----------------------------------|-------------------------|--------------------------------------|---------------|-----------------|----------------|---------------|
| New RAMAC 27412 under warranty | Repair/Replacement Cost | Repair/Replacement Date 3/13/2008 | | | | |

3/13/2008 exchange the rifle for a new RAMAC 27412 n/c under warranty fls.

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|----------|
| | Examiner | | B.TRAVIS |

| | | | |
|--------------|------------------------|-----------------------------|-------|
| Examination | Exam Date | 3/13/2008 | |
| | Product Type | RF | |
| | Action Type | A | |
| | Assigned To | F.SUPRY | |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | 24" 7MM REM MAG | |
| | Date Code | KZ | |
| | 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 | |
| | 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--- | |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Like new; Functioning | |
| | Pull | ---Select--- | |
| | Altered | False | |
| | Sub-Assembly | Other Remington | |

2230

5#
K2510

Remington

Factory Repair Instructions

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

| | | | |
|---------------------------------------------------------------------------------------------------|--|---------------------------|------------|
| Model Number: 710 | | Serial Number: 71228777 | |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | 71228777 | |
| Name: JOHN LENNOX | | Date of Purchase: 9-22-07 | |
| Address (no PO Boxes): 719 ACADIAN DRIVE | | | |
| City: JENNINGS | | State: LA | Zip: 70546 |
| Phone (Daytime): 337-821-2448 | | Fax: 337-821-2445 | |
| E-mail Address: LENNOX_J@Bellsouth.net | | | |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem: Please see attached letter - | | | |
| 3rd repair - never used other than | | | |
| trying to scope in at range | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Ammunition Information: | | | |
| Manufacturer: REMINGTON | | Type: EXPRESS CORE-LOKT | |
| Other (i.e. bullet weight/type, shot size, powder): | | 150 GR | |
| | | | |
| 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: NEW | | | |
| How often do you clean the bore? (Months or Number of rounds) NEW | | | |
| Months or Number of rounds) NEW (also replaced) | | | |
| | | | |
| | | | |

Serial Number:

71228777

Model: 710



could not duplicate concern. HAS IS
repaired here at RARC before, MC. IWS
replaced once. replace in exchange AT N/C
RARC #85635

#230145

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| How often do you lubricate the bore? (Months or Number of rounds) | NEW |
| How often do you lubricate the action? (Months or Number of rounds) | NEW |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | NEW |
| 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? | |
| JAN-08 | |
| What were the services performed? | |
| NOT SEE REPAIR TICKET | |
| ATTACHED TO LETTER | |
| Ship your INSURED firearm by either UPS or Parcel Post to: | |
| <p align="center">REMINGTON ARMS CO., INC</p> <p align="center">ATTN: Arms Service Division</p> <p align="center">14 Hoefler Ave</p> <p align="center">Ilion, NY 13357</p> | |
| <p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: 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 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.</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> | |

Remington Arms Company, Inc.
870 Remington Drive
Madison, N.C. 27025

February 25, 2008

Customer Service:

As per my instructions from your Customer service department, I am writing this enclosed brief on the issues I have been battling with this Model 710 – 7mm rifle, serial number 71228777.

Attached are the service and repair tickets to validate my concerns and frustrations.

I purchased the rifle on September 22, 2007, from the Jennings, Louisiana Wal-Mart. I went to scope it in and found that one out of every three bullets would not chamber and the bolt could not be closed. I did manage to fire about 4 shots. When the next bullet was loaded, the rifle fire ass soon as the bolt was thrown down. The trigger was not pulled and I immediately boxed the rifle up to get repaired.

Wal-Mart returned the rifle to a warranty facility (Sports World, Inc.; Tulsa, OK). (See attached tickets) The repair ticket showed replacement of receiver insert, deburring of insert, and all safety checks.

I went to the range in early November to again scope the rifle in. At this time I could not close the bolt. I always use Remington Core-Loc ammunition, so thinking it may be ammunition problems, I went to the closest store and purchased Federal ammunition to try. The same results; the bolt could not be closed.

I called Remington Customer Service and was told to get a gunsmith to check the clearances. They gave me the name and address of the closest factory authorized center, Jim's Firearms in Baton Rouge, LA.

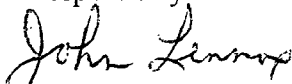
I called Jim's to be sure a gunsmith would be on site when I was able to find a reason to drive the Baton Rouge (80 miles from home). The gunsmith reviewed the rifle and told me he would have to send it back to the factory. He acknowledged a chambering problem.

I recently received the rifle (long after the end of hunting season) and just last weekend was able to go to a range to scope it in. To my disappointment, I could not close the bolt or fully chamber a cartridge.

Please help me resolve this on going problem and liability issue.

I am now asking to have the rifle replaced. We have tried enough repairs and I believe I have been patient enough and this should linger no longer.

Respectfully:


John Lennox

719 Acadian Drive
Jennings, LA 70546

337-821-2448 (Daytime)
337-824-3616 (Home)

FILE COPY

FIREARM REPAIR TAG

| | |
|----------------------------------------------------------------------------------|--------------|
| WM Store No. | 1000 |
| Date | 10-1-1987 |
| Mfg. | |
| Model | |
| Retail | |
| UPC Code | |
| Log No. | |
| Serial No. | 1000 |
| Person Sending For Repair _____ | |
| CUSTOMER GUN <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | |
| Name | John Doe |
| Address | 100 Main St. |
| Phone | 707-234-5678 |
| Reason for Return (Be specific. List the problem with the gun.) | |
| The gun is not working properly. | |
| The gun is not working properly. | |
| THIS AREA FOR CLAIMS USE ONLY | |
| SENT TO _____ | |
| DATE SENT _____ | |

CUSTOMER COPY

NSC/PA

Remington Arms Company, Inc.

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

FILE COPY

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

www.remington.com info@remington.com

REPAIR DOCUMENT

REPAIR DOCUMENT

| | | |
|--------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------------------------------|
| Repair Order Number RE00138977 | Description/Serial Number 71228777 | Date Received - 1/2/2008 |
| Account # - R- | Model 710 Center Fire Caliber: 7 MM. REM. MAG. | Estimate Date - Current Date - 1/17/2008 |
| Customer JIMS FIREARMS 5760 SIEGEN LANE SUITE A BATON ROUGE, LA 70809 US | | Return To JIMS FIREARMS 5760 SIEGEN LANE SUITE A BATON ROUGE, LA 70809 US |
| Phone (H) (225)-293-5467 | | Fax (225)-293-1490 |
| Phone (W) | | Email |

| Problems | |
|-------------------------------|--------------------|
| Reported | Found |
| M992 BOLT WON'T ALWAYS CLOSE. | M252 CHAMBER TIGHT |

| Technician's Comments |
|--------------------------------------------------|
| ProblemNotes Final ream and polish chamber.test. |

| Parts and Labor | | Quantity | Warranty (Y/N) |
|-----------------|-------------------------------|----------|----------------|
| Material # | Material Description | | |
| Service | | | |
| 4000104 | ARMS SERV SHIPPING & HANDLING | 0 | Y |
| 4000119 | GR-TEST | 1 | Y |
| Service Total: | | 1 | |

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M/710 7MM 004770027412 250.00 T

AMMO 094770005350 21.54 X

12XX-
RFO

| | | |
|-------|-----------|--------|
| | SUBTOTAL | 272.30 |
| TAX 1 | 4.000 % | 10.86 |
| TAX 3 | 4.500 % | 12.25 |
| | TOTAL | 295.41 |
| | VISA TEND | 295.41 |

credit card # deducted

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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.
