

Remington Arms Co., Inc.
Product Service
Legal Case #:2258

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
143920	4/1/2008	3/20/2008	4/2/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Shelton	44 Beech Crest Rise	Leicester	NC	28748		H 828-713-9198

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in ceiling and roof	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

3/20/08-cust purchased rifle used from friend. Bolt is loose but also sticky on closing. Has to use alot of force to close bolt. Gun went off while closing bolt, blew hole in ceiling and roof, he said he knows it was stupid to have it inside. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7mm Rem Ma	27412	71226727	OZ	7/28/2005 4:58:28 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/4/2008	WAL-MART DC 6003R-REGULAR	SCOPE 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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	4/3/2008				

3/20/08-sending ars, box, letter.lw 4/3/08-Replace tpa at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/2/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		OZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	FINISH WORN
	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	
Feeding Test	Tests	False	False
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

2258

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
3/20/08				
Customer Information				
Name	Reporter (Age)	Incident (Age)		
DAVID SHELTON				
Address	44 Beach Crest Rise			
City, St Zip	Lockstar, NC 28748			
Home	828-713-9198			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>		Property Damage <input type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident:				
Bolt loose		box - 906807		
Sticky on closing		ARS - ✓		
A lot of force to get it to close				
Gun went off while closing bolt				
blew hole in ceiling + roof				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	b/A	710/7mm MAG	71226727	
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®

March 20, 2008

David Shelton
44 Beech Crest Rise
Leicester, NC 28748

Subject: Model 710 Serial #71226727
RE: Case #2258

Dear Mr. Shelton,

We were sorry to learn about the unfortunate incident you experienced with your Model 710. As I understand it, the bolt seemed hard to close and the rifle fired when you closed the bolt. 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 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
Consumer Affairs Administrator
Remington Arms Company

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

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

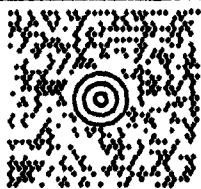
DAVID SHELTON
44 BEECH CREST RISE
LEICESTER NC 28748

10 LBS
RS

1 OF 1

SHIP TO:

REMINGTON ARMS CO INC
14 HOEFLE AVE
ILION NY 13357

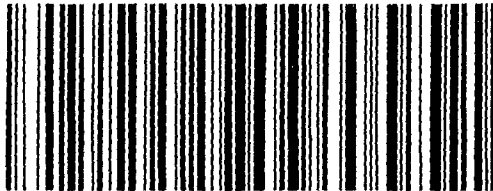


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6596 9336



BILLING: 3RD PARTY
DESC: FIREARM
RETURN SERVICE

REF 1: DAVID SHELTON/LW
REF 2: REF#: 71226727

WS 9.0.49

LP2442 75.0A 01/2008



International Shipping Notice: Carriers hereunder may be subject to the rules relating to liability and other terms and 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"). Terms, conditions, knowledge or software when received from the U.S. in accordance with the Export Administration Regulations. Ownership reverts to U.S. law. For shipping details, call 1-800-755-7000. United Parcel Service of America, Inc.

Fuquay, Cheryl

From: Watson, Laura M.
Sent: Thursday, March 20, 2008 10:48 AM
To: Media Coordinator Schedule
Subject: ARS requests
Attachments: image001.jpg



www.remington.com

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

ARS LABEL REQUEST

DATE:	3/20/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	I WILL MAIL XXXX		
DESCRIPTION: REF: 71226727			

LABEL INFORMATION

MAIL LABEL TO: David Shelton 44Beech Crest Rise Leicester, NC 28748	4XX596 MAR 20, 2008 ALL CURR USD SERVICE GND COM ACT WT 10.0 LBS TRACKING# 1Z4XX5969065969336 REF 1: DAVID SHELTON/LW REF 2: REF#: 71226727	1 OF 1
RETURN ITEM Ilion, NY Attn: Product Service	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: DV 0.00 COD 0.00 RS 0.50 DC 0.00 DG 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 7.90 PUB+HANDLING 7.90	
Need a label please		

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

3/20/2008

PS 10240

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: **RE00143920** Serial: 71226727 Model: 710 Center Fire Caliber 7 MM REM MAG Repairman: Status: New 4/1/2008 3:16:49 PM

Verify Repair

Address Information

Customer: **DAVID SHELTON** Received From: **DAVID SHELTON** Return To: **DAVID SHELTON** Received From:

Address 1: **44 BEECH CREST RISE** Address 2: **44 BEECH CREST RISE** PO Box: PO Box:

City: **LEICESTER** City: **LEICESTER**

State: **NC** Zip Code: **28748** Country: **US** State: **NC** Zip Code: **28748** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
4/1/2008 3:10:55	New	valentds	Repair Added	New
4/1/2008 3:16:49	Update	valentds	Repair information change	4/1/2008 3:16:49 PM
4/1/2008 3:17:10	Expedite	valentds	From: Check In	valentds
4/2/2008 7:31:01	Comment	supryll	Returned to AS for n/c repair	Product Services
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

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

Repair Search Refresh Close

supryll 4/2/2008 7:31 AM CAPS NUM INS SCRE

start Inbox - Microsoft Outlook Arms Services Repair Microsoft Excel - PS11 7:31 AM

RECEIVED
APR 03 2008
BY: *Ch*

Remington®

2258
March 20, 2008

027/05
4.5#

David Shelton
44 Beech Crest Rise
Leicester, NC 28748

Serial Number: 71226727

Model: 710



RE00143920

Subject: Model 710 Serial #71226727
RE: Case #2258

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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

could not duplicate concern
check over, replace Trig. Assm.
clean + repair as needed AT
NO CHANGE #230145

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

PS 10242

Remington

Factory Repair Instructions

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

Model Number: <u>MODEL 716</u>		Serial Number: <u>71226727</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>DAVID SHELTON</u>		Date of Purchase: <u>3/4/08</u>	
Address (no PO Boxes): <u>44 BEECH CREST LANE</u>			
City: <u>LEICESTER</u>		State: <u>NC</u>	Zip: <u>28748</u>
Phone (Daytime): <u>(828) 713-9198</u>		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>THE BOLT IS REAL STICKY. WHEN YOU CHAMBER A SHELL</u> <u>THE BOLT IS REAL HARD TO LOCK DOWN. WHEN WE LOCKED</u> <u>THE BOLT DOWN AFTER CHAMBERING A SHELL THE GUN WENT OFF</u>			
Ammunition Information:			
Manufacturer: <u>REMINGTON CORE-LOCK</u>		Type: <u>7MM MAG 150 GRAM</u>	
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:			
How often do you clean the bore? (Months or Number of rounds)			
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:			

JUST BOUGHT
GUN HAVEN'T
BEING OFF. CLEAN