

Remington Arms Co., Inc.
Product Service
Legal Case #:4039

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
182728	12/10/2009	11/30/2009	12/30/2009	11/18/2009			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Shawn	Blees	145 Blees Circle	Mountain Pine	AR	71956		C 501-767-8152
Incident		Jesse	McDorman	3448 W. Glazypeau Rd.	Mountain Pine	AR	71956		C 501-276-9416 F 501-767-8152

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD	Hole in Shawn's truck	Cause:4006	Altered Adjustments or Components		
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown
C					

11/25/09 Shawn called in - Jesse was riding in Shawn's truck & had his loaded Model 770 with him. He was moving it from one foot to the other & the gun went off & shot a hole in the floor of Shawn's truck. Shawn stated the safety is not working properly. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPR	27410	71076317	DW	9/22/2002 9:10:45 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		N			

CONCERN:FSR - VEHICLE DAMAGE

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
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Replace w/85633 - goodwill - part for 710 not available

Repair/Replacement Cost	Repair/Replacement Date
\$163.31	12/30/2009

11/30/09: Sending ARS & letter. Parts & Repair handled original call & sent ARS on 11/20 & it hasn't arrived according to Shawn. dmf 12/16/09: Per Fred S. - Trigger adjustments have been altered creating an unsafe condition. dmf 12/16/09: I spoke to customer & explained our findings. We are willing to replace the trigger at no charge to bring the rifle back to factory specs. He approved & did not mention his friend's truck at all. dmf 12/30/09: Factory states the receiver insert for this rifle is no longer available & will have to replace the rifle with ramac 85633. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		DW
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description	STANDARD M/710 SAFETY	

Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED, WILL FOLLOW DOWN NO TRIGGER RETURN
	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: **RE00182728** Serial: 71076317 Model 710 Center Fire Caliber: Repairman: Status: Parked 12/11/2009 5:19:02 AM
 Verify Repair 3006 SPRG Produced: 09/22/2002

Address Information

Customer: Received From: Return To: Received From:

Name: **JESSE MCDORMAN** **JESSE MCDORMAN**

Address 1: **3448 WEST GLAZY PEAU** **3448 WEST GLAZY PEAU**

Address 2: **PO Box** **PO Box**

City: **MOUNTAIN PINE** **MOUNTAIN PINE**

State: **AR** Zip Code: **71956** Country: **US** State: **AR** Zip Code: **71956** Country: **US**

FFL: **_____**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
12/10/2009 8:43	New	valentids	Repair Added	
12/10/2009 8:44	Expedite	valentids	From: Check In	To:
12/11/2009 5:18	Maint	Travisbw	Repair Maintenance	Status: Estimate
12/11/2009 5:19	ParkedExternal	Travisbw	Placed in PS Back Rack	hold for dispositi

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

Current Status
Parked
 12/11/2009 5:19:02 AM
 Travisbw
 Product Services
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

supvll 12/11/2009 1:52 PM CAPS NUM INS FCAL

start Microsoft Office Arms Services Rep. Past Services Rep. Arms Services Rep.

Trigger adjustments have been altered
 creating an unsafe condition.

FRED 12/11/09

RECEIVED
 DEC 14 2009

BY:.....

4039

DW9/02
22"
2#

Remington

Factory Repair Instructions

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

Model Number: 710		Serial Number: 71076317	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Jesse McDorman		Date of Purchase:	
Address (no PO Boxes): 3448 W. Glazy Peak			
City: Mt. Pine		State: AR	Zip: 71956
Phone (Daytime): 501-276-9416		Fax: 501-767-8152	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Rifle went off in vehicle through floorboard. Either when you bolt the rifle or if the rifle is bolted & you push the safety off it will discharge			
Ammunition Information:			
Manufacturer: Remington		Type: Core Lokt	
Other (i.e. bullet weight/type, shot size, powder):		180gr	
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:			

Serial Number: 71076317

Model: 710



RE00182728

of rounds)

r of rounds)

or Number of rounds)

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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 Division 14 Hoefler Ave Ilion, NY 13357
<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> <ul style="list-style-type: none"> :: 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. <p>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> :: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/18/2009	REQUESTED BY:	AJS
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: 770 RETURN			

LABEL INFORMATION

MAIL LABEL TO:	JESSE MCDORMAN 3448 WEST GLAZY PEAU MOUNTAIN PINES, AR 71956
RETURN ITEM TO:	ILION 770 REPAIR

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

4XX596 NOV 19, 2009 ALL CURR USD
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067165316
REF 1: JESSE MCDORMAN/CD/AJS
REF 2: REF#770

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 8.83
TOT PUB CHG 8.83	

1 OF 1

11/25/09: Shawn called
& said label had not
arrived.
11/30/09: Requested
a different label



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/30/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxxx	
DESCRIPTION: rifle			

LABEL INFORMATION

MAIL LABEL TO:	Jesse McDorman 3448 W. Glazypeau Rd. Mountain Pine, AR 71956
RETURN ITEM TO:	Remington Attn: Fred Supry Ilion, NY

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

4XX596 NOV 30, 2009 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066421568
REF 1: JESSE MCDORMAN/CD/DMF
REF 2: REF: RIFLE

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DV 0.00	COD 0.00	SD	0.00
DC 0.00	DGD 0.00	SP	0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.83	
TOT PUB CHG 8.83			

mailed on
11/30/09