

Remington Arms Co., Inc.
Product Service
Legal Case #:4023

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 184434 | 12/27/2009 | 11/23/2009 | 1/5/2010 | 1/16/2009 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-----------------|------|-------|-------|-----|----------------|
| Incident | | Andy | Woolum | 211 Bybee Lp Rd | Waco | KY | 40385 | | H 859-358-2950 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------------------------------|--|-------------|-------------------|----------------|
| PI | | | | |
| PD shot through couch and sofa | Cause:4006 Altered Adjustments or Components | | Unknown | |
| S fired on safe release | Concern:1007 Fired on Safe Release | | | |
| C | | | | |

PI

PD shot through couch and sofa Cause:4006 Altered Adjustments or Components Unknown

S fired on safe release Concern:1007 Fired on Safe Release

C

11/23/09 Woolum purchased from his uncle second hand. He alleges it went off without him touching the trigger once and shot through his bed and the couch. The safety was on. A 2nds time he and his father were hunting in the woods and his father took the safety off and it fired.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|-------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 710/270 WIN | 27408 | 71059428 | CW | 4/30/2002 5:58:41 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | BANGERS LP | SCOPE BASE | U | | | |

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 |
|---------------------------------|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Replacing with #85632, 770 .270 | | | | | | |
| Win as gesture of goodwill | | | | | | |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 146.00 | 1/5/2010 |

11/23/09 Sending ARS.cm 1/5/10 The triggers are no longer available for the 710 so we have to replace with a 770 model. Left message for Woolum that I would be sending the .270 770.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------------|-------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 1/4/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4006 | Altered Adjustments or Components | |
| Barrel | Description | | 22" 270 WIN |
| | Date Code | | CW |
| | 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 | LITE RUST AND PITTING |
| | 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; Not Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD M/710 SAFETY |
| | Function | Slightly Worn; Functioning | |
| | Sub-Assembly | ISS | |
| Sear | Lift | ---Select--- | N/A |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | NO TRIG RETURN |
| | Pull | ---Select--- | 1.5# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | Other Remington | |

Arms Services Repair & Estimate System

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

Repair Inquiry

Number: **RE00184434** Serial: 71059428 Model 710 Center Fire with 22 inch barrel Caliber: 270 WIN Produced 04/30/2002 Repairman: Status: **Parked 1/4/2010 7:12:07 AM**

Customer Information

Customer: **ANDY WOOLUM** Received From: Return To: **ANDY WOOLUM**

Address 1: **211 BYBEE LP RD.** Address 2: **211 BYBEE LP RD.**

City: **WACO** State: **KY** Zip Code: **40385** Country: **US**

FPL:

| Interact / Condition | Problems | Estimate | History / Status | Shipping / Billing |
|--------------------------------|----------|------------------------|---|-------------------------------|
| 30/2009 6:21: New | baleyl | Repair Added | <input type="checkbox"/> Shipping Hold | Current Status: Parked |
| 30/2009 6:24: Expedite | baleyl | From: Check In | <input type="checkbox"/> Interface Hold | 1/4/2010 7:12:07 AM |
| 30/2009 12:0: EmailSent | ArmEmail | Repair Received | <input type="checkbox"/> Estimate Sent | Travisbw |
| 30/2009 12:0: EmailVerified | ArmEmail | Receipt | <input type="checkbox"/> Parts Received | Product Services |
| 7/2010 7:11:44: Maint | Travisbw | Repair Maintenance | <input type="checkbox"/> Passed Inspection | Repair Location: ILN |
| 7/2010 7:12:07: ParkedExternal | Travisbw | Placed in PS Back Rack | <input type="checkbox"/> Return As Received | Current Location: ILN |
| | | | <input type="checkbox"/> Has been Approved | Transfer Number: |
| | | | <input type="checkbox"/> Internal Repair | |

Repair Search Refresh Close

supply 1/4/2010 2:21 PM CS PS NUM LMS RCR

start Outlook Microsoft Excel PowerPoint Word Access Word Mail Internet Explorer

85632

RECEIVED
JAN 05 2010

BY:

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

| | | | |
|--|--------------|-------------------|---------------|
| Model Number: | 710 | Serial Number: | 710 59248 |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: | ANDY WOODUM | Date of Purchase: | |
| Address (no PO Boxes): 211 BYBEE LOOP RD | | | |
| City: | WACO KY | State: | KY Zip: 40385 |
| Phone (Daytime): | 859-358-2950 | Fax: | |
| E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) AWoodum@Richmond.ky.us | | | |
| E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: | | | |
| <p>Discharges when you take the safety OFF and when you move the bolt gun has discharged on its own at least twice.</p> | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: | WINCHESTER | Type: | Ballistic tip |
| 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: | |

4023

X

CW 9/02
1.5#

November 23, 2009

Andy Woolum
211 Bybee Loop Rd.
Waco, KY 40385

Subject: #4023, Model 710

Dear Mr. Woolum,

I am sorry to learn about the problems you experienced with the Model 710. Enclosed is a UPS prepaid shipping label for shipment of the rifle to our factory. Please include the enclosed copy of this letter with the rifle. **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.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the firearm.

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

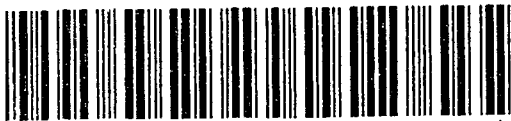
Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

71059428

Model: 710



RE00184434

Trig-set screws ALTENED.
TRIG. HAS NO RETURN. O/S
TRIG. ASSM. NOT AVAIL FOR
REPAIR.

Remington Arms Co., Inc.
Product Service
Legal Case #:4023

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|-----|-------------|-----------------|-------------|---------------|---------|-----|----------|
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Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------------------------------|------------------------------------|-------------|-------------------|----------------|
| PI | | | | |
| PD shot through couch and sofa | Cause:4079 Other - Unexamined | | | |
| S fired on safe release | Concern:1007 Fired on Safe Release | | Unknown | |
| C | | | | |

11/23/09 Woolum purchased from his uncle second hand. He alleges it went off without him touching the trigger once and shot through his bed and the couch. The safety was on. A 2nds time he and his father were hunting in the woods and his father took the safety off and it fired.cm

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Other Products Information - None Defined

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|------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |

11/23/09 Sending ARS.cm

Examination[Remington/CF/BA]

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

1 wk ago

| | | | | | | | | | | | |
|--------|--|--------------|----------|------------------|--|--------|--|-----|--|-----|--|
| Case # | | Date of Call | 11/23/09 | Date of Incident | | PreLit | | Lit | | Obs | |
|--------|--|--------------|----------|------------------|--|--------|--|-----|--|-----|--|

| | | | |
|-----------------|--|-----------------|--|
| Reporter | | Incident | Andy Woolum 211 Bybee Lp Rd. Waco KY 40385 859-358-2950 |
| name | | name | |
| address | | address | |
| | | | |
| contact #'s | | contact #'s | |
| email | | email | |

| | |
|--------|---------------------------|
| Injury | Shot Through bed & couch. |
|--------|---------------------------|

| | |
|-------------------|--|
| Medical Treatment | |
|-------------------|--|

| | |
|---------------|--|
| Alleged cause | |
|---------------|--|

| | | | | | | | | |
|---------|----------|-----|-----|-------------|----------------------|--|--|--|
| Firearm | Ser # | Cal | DOM | Orig owner? | When/Where purchased | | | |
| 710 | 71059428 | 270 | | | | | | |

| | | | | | | |
|------------|----------------|-------|---------|-----------------|-------|-----------------|
| Ammunition | Factory/Reload | Manuf | Caliber | Bullet type/wgt | Lot # | Additional info |
| | | | | | | |

| | |
|---------------|--|
| Other Product | |
|---------------|--|

| | |
|--------|---|
| Notes: | purch. from his uncle. went off twice w/o him touching the trigger. Safety was on 2nd time hunting in woods - took safety off & it fired. |
|--------|---|

| | |
|--------------------|--|
| Customer's Request | |
|--------------------|--|

| | |
|-------------------|--|
| My actions/offers | |
|-------------------|--|

November 23, 2009

Andy Woolum
211 Bybee Loop Rd.
Waco, KY 40385

Subject: #4023, Model 710

Dear Mr. Woolum,

I am sorry to learn about the problems you experienced with the Model 710. Enclosed is a UPS prepaid shipping label for shipment of the rifle to our factory. Please include the enclosed copy of this letter with the rifle. **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.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the firearm.

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Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|-------------------|-----------------|---------------------|---------|
| DATE: | 11/23/2009 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: | | | |
| MEDIA | | | |
| COORDINATOR | | | |
| TO MAIL | I WILL MAIL | xx | |
| DESCRIPTION: | 710 71059428 | | |

LABEL INFORMATION

| | |
|-----------------|--|
| MAIL LABEL TO: | Andy Woolum 211 Bybee Lp Rd Waco, KY 40385 |
| RETURN ITEM TO: | Rem Prod Serv |

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

4XX596 NOV 23, 2009 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065649851
REF 1: ANDY WOOLUM/CM
REF 2: REF# 71059428

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.64 PUB+HANDLING 7.64

mailed
11/24/09