

Remington Arms Co., Inc.
Product Service
Legal Case #:5333

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216431	12/28/2010	12/8/2010	1/4/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Gosselin	917 Countryside Blvd	Manchester	NH	03102		H 603-622-2512 E jim.gosselin@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	FBC			

12/7/10: Customer called in. He stated he had a FBC last week but did not have a date. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71229422	PZ	6/2/2005 8:52:14 PM

Date Purchased	Where Purchased	Accessories	Original Owner
6/1/2006	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
Per Ilion - Check over, clean, test @ n/c						

Repair/Replacement Cost	Repair/Replacement Date
\$27	1/14/2011

12/8/10: Sending ARS, ltr, form. df 1/14/11: Per Ilion - Could not duplicate concern. TA functioning as designed. Check over completely, clean & test @ n/c. Gun shipped to cust. on 1/11/11. df 1/18/11: Customer called in. He was irate with me. He is upset that the factory could not duplicate the issue he experienced & stated he was going to consult with an attorney & join a class-action lawsuit. Stated the gun could kill someone. Then he hung up. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/4/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PZ
	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		M/710 SAFETY
	Function	Slightly Worn; 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; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Print

Reset

22"
226/05
5.5#

Model Number: <u>710</u>		Serial Number: <u>7122 9422</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>JAMES GOSSELIN</u>		Date of Purchase: <u>6/06</u>	
Address (no PO Boxes): <u>917 COUNTRYSIDE BLVD</u>			
City: <u>MANCHESTER</u>		State: <u>NH</u>	Zip: <u>03102</u>
Phone (Daytime): <u>603-622-2512</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JIM.GOSSELIN@COMCAST.NET</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>I WAS OUT TARGET shooting</u> <u>11/30/10</u> <u>when putting the first</u> <u>round into the chamber closing</u> <u>the bolt the gun fired</u> <u>ITS ONLY shoot about 25 rounds</u> <small>500 characters left</small>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>270 130 GR</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>could not duplicate correct</u> <u>T.A. Functioning as designed</u> <u>checkover completely, clean</u> <u>+ Test fire at N/C</u>			

Serial Number:

71229422

Model: 710



RE00216431

information:

Powder Weight: #230145Primer Used: Reloader Used:

ing and Lubrication):

BY:

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	each Time used
How often do you clean the action? (Months or Number of rounds)	each Time used
How often do you clean the trigger assembly? (Months or Number of rounds)	each Time
Brand of lubricant used:	Remington oil
How often do you lubricate the bore? (Months or Number of rounds)	each Time used
How often do you lubricate the action? (Months or Number of rounds)	each Time used
How often do you lubricate the trigger assembly? (Months or Number of rounds)	each Time
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
N/A	
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 Avenue Ilion, NY 13357	
<input type="checkbox"/> 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. We process checks electronically through Check21.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/8/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5333 rifle			

LABEL INFORMATION

MAIL LABEL TO: Jim Gosselin 917 Countryside Blvd. Manchester, NH 03102 Ph: 603-622-2512
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065606521
REF 1: JIM GOSSELIN/CD/DMF
REF 2: 5333/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
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 7.42 PUB+HANDLING 7.42





