

Remington Arms Co., Inc.

Product Service

Legal Case #:5654

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221615	2/1/2011	1/14/2011	2/2/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brandon	Adams	78 Floyd Rd	Carersville	GA	30120		C 678-986-0130

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD

Cause:4038 Could Not Duplicate Concern

Unknown

S Fired on bolt closing

Concern:1008 Fired on Bolt Closing

C

1/14/11 Per call from Adams, he bought his 710 about 2 yrs ago and has used it about 3 times with only about 25 rounds through it. Recently he chambered a round, took it off safe and shot. He chambered a 2nd round, pushed the bolt forward and it fired. He has also had problems with the casings being damaged when chambered.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/243 WIN	27416	71284074	LA	2/28/2006 9:09:41 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 0615	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. APV	Cash Date APV
Per Ilion, replace TPA, clean, repair, test fire at no charge						
Repair/Replacement Cost	Repair/Replacement Date					
41.88	2/10/2011					

1/14/11 Mailing box (1177613) and ARS. cm 2/9/11 Per Ilion, could not duplicate concern. Trigger assm has an excess of preplay. Replace TPA, clean, repair, test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		LA
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Car Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Condition	---Select---	
Magazine	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/710 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	N/A
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	EXCESS PREFLAY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

22"
LAZ/01
4.5"

5654

January 14, 2011

Brandon Adams
78 Floyd Rd
Cartersville, GA 30120

Subject: #5654, Model 710

Dear Mr. Adams,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. 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 boxes with "Product Service".

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

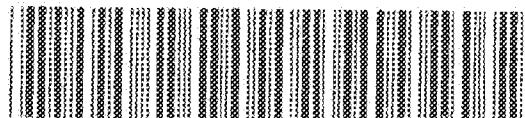
RECEIVED
FEB 04 2011

BY:.....

Serial Number

71284074

Model: 710



RE00221615

14.88
27.1
41.88

could not duplicate concern.
T.A. has an excess of paperwork.
Replace TPA, change repair to ST
find. BT N/C

#230145 ship 2/5/11

2/9/11 Adams called, I gave
him inspection info. per

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

Model Number: 710	Serial Number: 71284074
Are you the original owner? ☒ YES ☐ NO	
Name: Brandon M. Adams	Date of Purchase: Late 2005 or early 2006
Address (no PO Boxes): 745 Floyd Rd	
City: Cartersville	State: GA Zip: 30120
Phone (Daytime): 678-9466-0130	Fax:
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) adams.brandon.M@att.net	
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence:	
After firing 1 rd The bolt was slid back to eject the spent rd. as the bolt was slid forward the next rd went off. Hand was nowhere near the trigger. Also, As rounds are slid forward they catch & the crimp @ the brass & bullet gets damaged. The round must be removed & not fireable. I bought 3 bxs of Ammo with gun new I have not fired but 1 & 1/2 bxs.	
Ammunition Information:	
Manufacturer: Federal	Type: Soft Point
Other (i.e. bullet weight/type, shot size, powder): 80 Grain	
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:	Outers
How often do you clean the bore? (Months or Number of rounds)	NA
How often do you clean the action? (Months or Number of rounds)	NA
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	Outers
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?	
☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
⚠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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/14/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA		XX	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION: 710			

LABEL INFORMATION

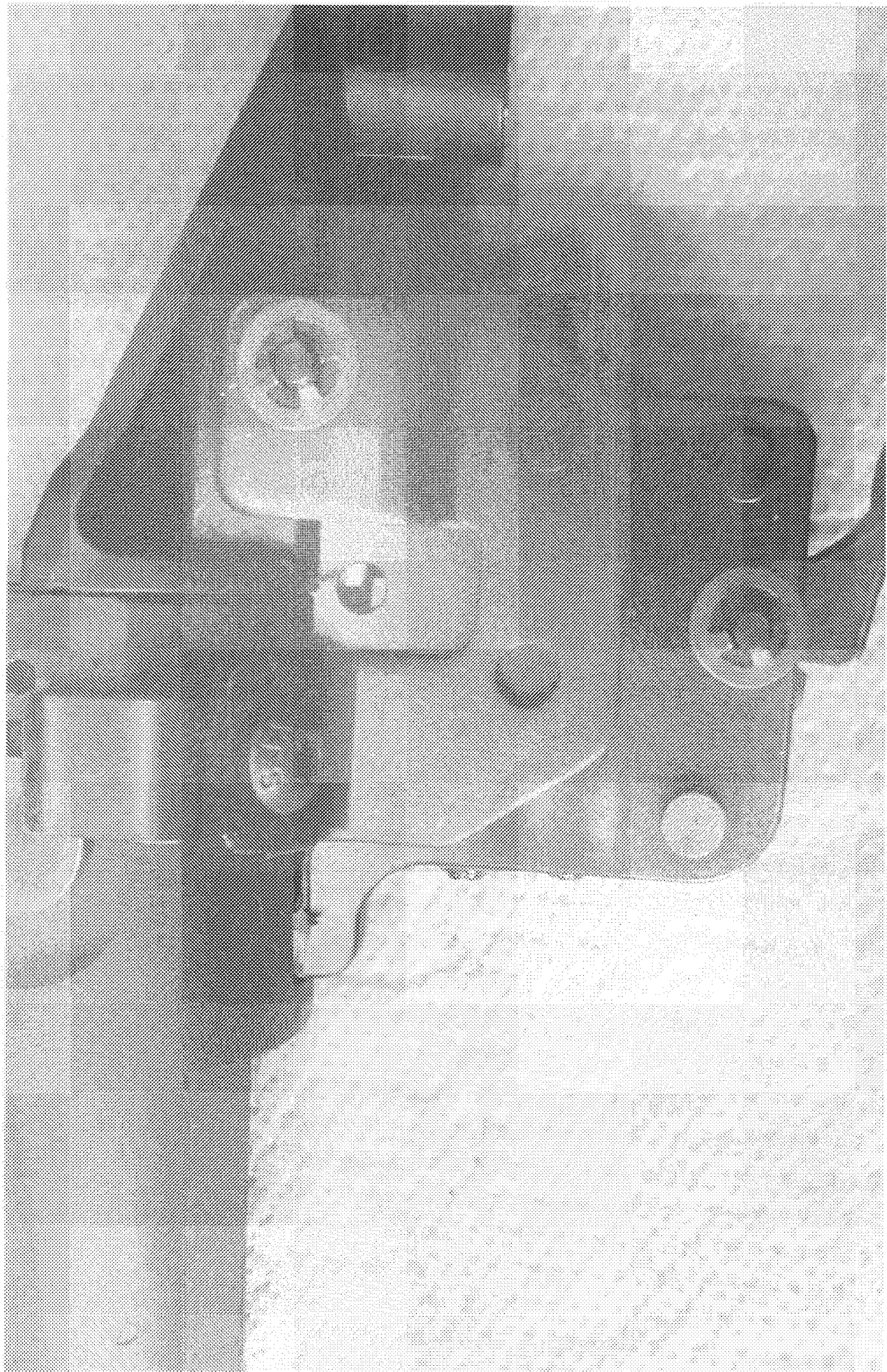
MAIL LABEL TO:	Brandon Adams 78 Floyd Rd Cartersville, GA 30120
RETURN ITEM TO:	Rem Prod Serv

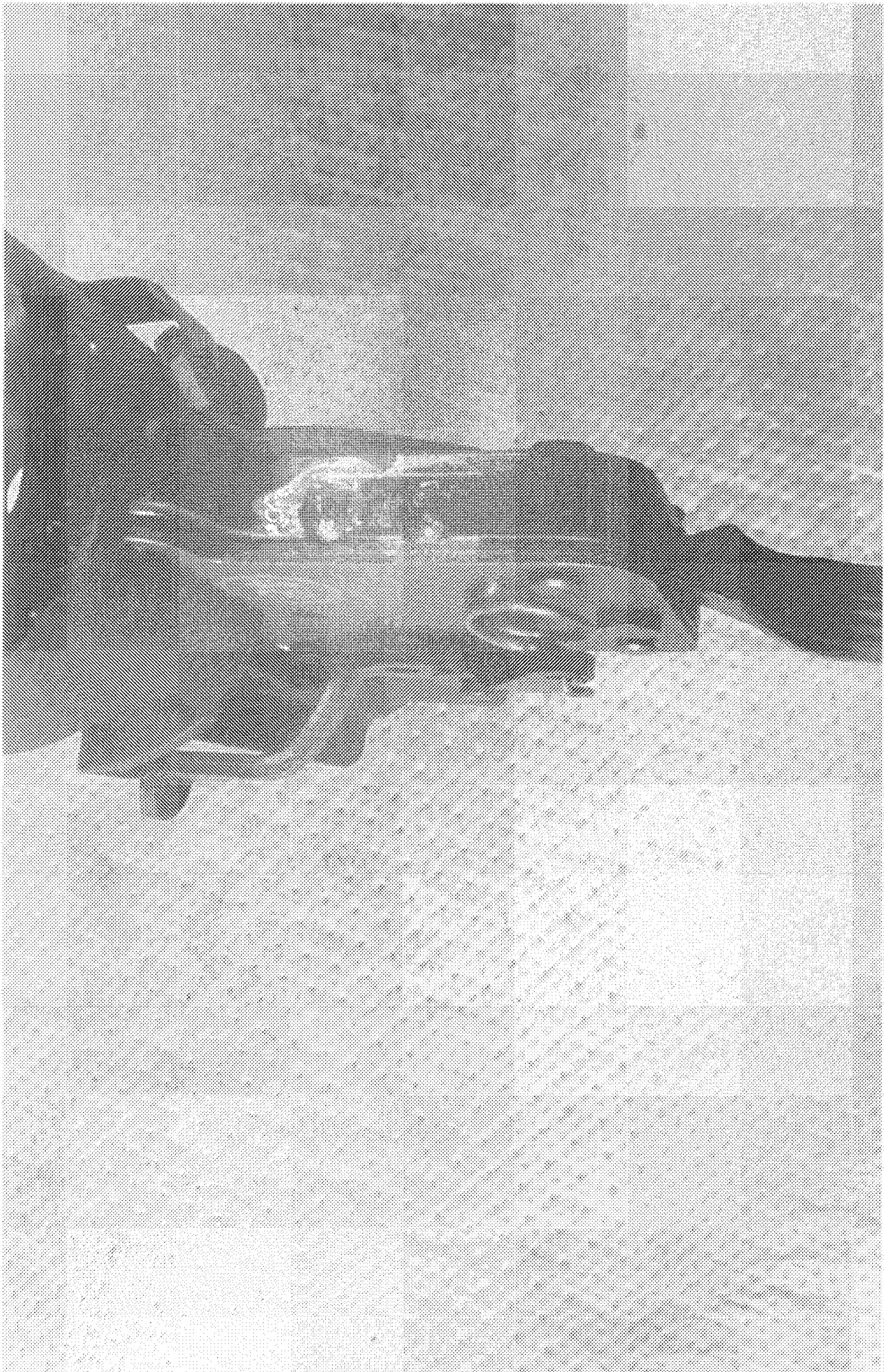
PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX598 JAN 18, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10 0 LBS
TRACKING# 124XX598908553758
REF 1: BRANDON ADAMS/CD/CM
REF 2: 710

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 CDD 0.00 RS 0.50
DC 0.00 GCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.36 PUB+HANDLING 9.36







Remington Arms Co., Inc.
Product Service
Legal Case #:5999

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		3/15/2011					X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Anthony	Bishop	PO Box 805	Pikeville	TN	37367		C 423-305-4455
Reporter		Sarah	Bishop						C 423-305-4455

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Left index finger shot off	Cause:4079 Other - Unexamined			
PD	Concern:1025 Unexplained Discharge - No Mention of Safety Position		Y	Has had 2 surgeries
S				
C				

3/15/11: Sarah Bishop called. She stated on voice mail that her son owns a Model 710 & the gun fell off a gun rack & his finger was shot off & he's had surgeries. 3/15/11: I spoke to son, Anthony, he is 19 yrs old. He stated the incident happened in May of 2010. He stated the gun fell off the gun rack & as it fell he tried to catch it, the gun went off and shot off his "pointer" finger on his left hand. He stated he's had 2 surgeries and the finger could not be re-attached. Anthony stated he got the gun as a used gun and he does not have possession of it currently. He is going to see if his uncle still has it & will call me back. His mother stated that she just saw where the Model 710 had a recall but they did not have the serial number. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

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
	Repair/Replacement Cost	Repair/Replacement Date				

3/15/11: Waiting on a call back from Anthony with more information. df 4/6/11: Customer has not called back to let me know if he was able to get the rifle, get the serial number, etc. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment