

Remington Arms Co., Inc.
Product Service
Legal Case #:5528

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226484	3/22/2011	1/4/2011	3/23/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kanoa	Orr	59-461 Hoalike Rd.	Haleiwa	HI	96712		H 808-638-7301 E kanoosorr@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

1/4/11: Customer called in. He stated that he has had rifle for a while & has had FSR a few times. He did not have a date the last time it happened. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71003630	RU	1/8/2001 5:02:58 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	SCOPE,BASE	Y			

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
Per Ilion - Quote to repair						

Repair/Replacement Cost	Repair/Replacement Date

1/4/11: Sending ARS, itr, form. df 3/29/11: Per Ilion - TA set screws altered. Trigger will not return properly, check over completely. Repair as needed @ 1/2 normal cost - quote. Emailed quote to customer for review, approval & payment. df 4/7/11: I called customer. He stated he was mailing payment to us for the quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/23/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	UNABLE TO REPAIR THE SCOPE CUST. REQUESTED US TO FIX
	Description		22" 3006 SPRG

	Date Code		RU
Barrel	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	Worn; Functioning	METAL RUSTY
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE,BASE

QUOTATION**Remington Arms Company, Inc.**

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

**ESTIMATING
REPORT**

Parts/Repairs: 800-243-9700
Fax: 336-548-7801

www.remington.com info@remington.com

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00226484 Account # - R-	Description/Serial Number 71003630	Date Received - 3/22/2011 Estimate Date - 3/25/2011 Current Date - 3/29/2011
Customer KANOA ORR 59-461 HOALIKE RD HALEIWA, HI 96712 US		Return To KANOA ORR 59-461 HOALIKE RD HALEIWA, HI 96712 US
Phone (H) (808)-638-7301 Phone (W)	Fax	Email KANOAORR@YAHOO.COM

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21.

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

Problem/Notes trigger assembly set screws altered, trigger will not return properly. Check over completely. repair as needed at 1/2 normal costs.....mfg 1/8/01

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	50%	\$8.50
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
4000244	GR-PARTS USED IN REPAIRS (MISC)	1	N	\$50.00	50%	\$25.00
Sub Total:						\$45.00
Est. Sales Tax:						\$1.80
Grand Total:						\$46.80

Fulcher, Dell Marie

From: postmaster@remington.com
To: kanoaorr@yahoo.com
Sent: Tuesday, March 29, 2011 2:52 PM
Subject: Relayed: Message relayed (kanoaorr@yahoo.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

kanoaorr@yahoo.com

Subject:

Remington®

22"
12 11 1/2"
1.5#

5528

January 4, 2011

Kanoa Orr
59-461 Hoalike Rd.
Haleiwa, HI 96712
Ph: 808-638-7301

Ref: # 5528

Dear Mr. Orr,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

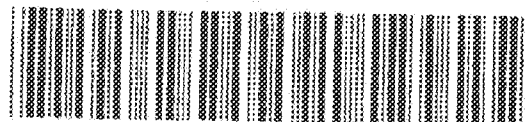
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

T.A. set screws altered
Trig. will not return properly.
check over completely. Repair
as needed at 1/2 normal cost

71003630

Model: 710



RE00226484

RECEIVED
MAR 20 2011

Quote

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

Brand of cleaning solution used: <u>Hoppes</u>
How often do you clean the bore? (Months or Number of rounds) <u>only a few times</u>
How often do you clean the action? (Months or Number of rounds) <u>" "</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>" "</u>
Brand of lubricant used: <u>Not sure hoppes</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>When used</u>
How often do you lubricate the action? (Months or Number of rounds) <u>" "</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>" "</u>
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? <u>Never</u>
What were the services performed? <u>Cleaning</u>
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
☐ 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5528 rifle			

LABEL INFORMATION

MAIL LABEL TO: Kanoa Orr 59-461 Hoalike Rd. Haleiwa, HI 96712 Ph: 808-638-7301
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 4, 2011 ALL CURR USD 1 OF 1
SYC SHDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5968066355229
REF 1: KANOA ORR/CD/DMF
REF 2: 5528/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	CGD 0.00	RS 0.00
DC 0.00	CGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 20.00	PUB+HANDLING	20.00



