

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8235

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
294933	1/4/2013	11/28/2012	1/7/2013				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bryant	Culpepper	2101 Hedrick Rd.	Bessemer	AL	35022		H 205-422-2121 E bryantculpepper@aol.com

## Incident Information

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

11/28/12: Customer called in. He said he had a FBC with rifle several weeks ago. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71257372	XZ	12/1/2005 2:37:11 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		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 - Quote to repair @ 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

11/29/12: Mailing ARS & forms. Box order# 1411317. df 1/9/13: Per Ilion - Could not duplicate concern. To restore confidence in rifle, can offer to replace TA, clean & test @ 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		XZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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	MAG LATCH BROKEN
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	

# Quotation

## Remington Service

PO Box 700

Madison, NC 27025-0700

# Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b> RE00294933	<b>Serial Number / Description</b> 71257372 Model 710 Center Fire Caliber: 3006 SPRG	<b>Date Received:</b> 01/04/2013 <b>Estimate Date:</b> 01/07/2013 <b>Date Printed:</b> 01/11/2013						
<b>Customer:</b> BRYANT CULPEPPER 2101 HEDRICK RD. BESSEMER, AL 35022 US	<b>Return To:</b> BRYANT CULPEPPER 2101 HEDRICK RD. BESSEMER, AL 35022 US							
<b>Please Circle One:</b> VISA MC DISCOVER Card No. _____ Exp.Date _____ Open Account: R _____ PO Number: _____								
Approval Signature: _____ Date: _____ Daytime Phone: (____) _____ Time to Call: _____ <input type="checkbox"/> If you desire any change, please use the reverse side for your comments and mark this box.								
<table border="1"><thead><tr><th colspan="2">Problems</th></tr><tr><th>Reported</th><th>Found</th></tr></thead><tbody><tr><td>M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</td><td>M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</td></tr></tbody></table>			Problems		Reported	Found	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
Problems								
Reported	Found							
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION							
<b>Technician Comments</b> could not duplicate concern. to restore confidence in rifle can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost								
<b>ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)</b>								
<b>Material</b>	<b>Type</b>	<b>Description</b>	<b>Qty Needed</b>	<b>Warranty</b>	<b>Qty From Inv</b>	<b>Price</b>	<b>Disc</b>	<b>Amount</b>
F301265	Part	710 REC. INSERT ASSB. COMPLETE	1	Billable	1	60.00	50	30.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50
						<b>Sub Total:</b>		<b>58.50</b>
						<b>Est Sales Tax:</b>		<b>1.20</b>
						<b>Grand Total:</b>		<b>\$59.70</b>

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** bryantculpepper@aol.com  
**Sent:** Friday, January 11, 2013 4:14 PM  
**Subject:** Relayed: Message relayed (bryantculpepper@aol.com)

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

[bryantculpepper@aol.com](mailto:bryantculpepper@aol.com)

**Subject:**

# Remington®

722  
X212/05  
PS

November 29, 2012

8235

Bryant Culpepper  
2101 Hedrick Rd.  
Bessemer, AL 35022  
Phone: 205-422-2121

Ref: # 8235, Model 710, Serial # 71257372

Dear Mr. Culpepper,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 336-548-8686  
Fax: 336-548-7883

enclosure

Serial  
Number:

71257372

Model: 710



RE00294933

could not dup. concern.  
To restore conf. in Rifle  
C.A.O. then to Rm. TPA, clear +  
test at 1/2 normal cost.

RECEIVED  
JAN 09 2013

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 30718

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.remington.com](http://www.remington.com)

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> SR00036923	<b>Serial Number / Description</b> 71257372 Model 710 Center Fire Caliber: 3006	<b>Date of Request:</b> 11/29/2012 <b>Date Printed:</b> 11/29/2012
<b>Customer:</b> BRYANT CULPEPPER 2101 HEDRICK RD. BESSEMER, AL 35022 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

**Reason For Return**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**  
Product Service # 8235. dmf

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00

Print

Reset

Model Number: 710		Serial Number: 71257372	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Bryant W. Pepper		Date of Purchase: ? maybe 2006	
Address (no PO Boxes):			
City: Bessemer		State: AL	Zip: 35022
Phone (Daytime): 205-422-2121		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) bryantwpepper@aol.com			
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: During Loading a new Round In The chamber The gun went off when I slid The Bolt forward. This happened two different occasions. Also, The first time I ever had the gun out shooting, The latch that holds The clip In Brake off, shooting.			
500 characters left			
Ammunition Information: Express Core-Lock			
Manufacturer: Remington		Type: 30-06 Springfield	
Other (i.e. bullet weight/type, shot size, powder): 150gr - 165gr mostly			
<del>Handload Information:</del>			
<del>Powder Used:</del>		<del>Powder Weight:</del>	
<del>Case/Hull Used:</del>		<del>Primer Used:</del>	
<del>Bullet Type/Shot Size:</del>		<del>Reloader Used:</del>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	After Every use, maybe every 3 months
How often do you clean the action? (Months or Number of rounds)	Same
How often do you clean the trigger assembly? (Months or Number of rounds)	Never Don't Really know?
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	once a month
How often do you lubricate the action? (Months or Number of rounds)	once a month
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Never
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
What were the services performed?	
N/A	
Ship your INSURED firearm by either UPS or Parcel Post to:	
my Address	Remington's Address
2101 Hendrick Rd Bessemer AL 35022	Product Service ARMS services 14 Hoefer Ave Elion NY 13357
<input type="checkbox"/> <b>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.</b>	
:: 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.

## ARS LABEL REQUEST FORM

DATE:	11/29/2012	Service Request #	SR00036923
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

### Business:

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
www.remington.com

## LABEL INFORMATION

### MAIL LABEL TO:

BRYANT CULPEPPER  
2101 HEDRICK RD.  
BESSEMER, AL 35022 US  
SR00036923

Email:

### RETURN ITEM TO:

ILN

Arms Services

4XX598 NOV 29, 2012 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 1Z4XX6969066689093 ALL CURRENCY USD  
REF 1:SR00036923  
REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD	
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 10.31	PUB+ HANDLING	10.31

ATTN: Product Service





