

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9493

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/18/2013					X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Ervin Sr.	2518 West Simms Blvd.	Tampa	FL	33609		H 813-690-5945 E john@johnervin.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in wall	Cause:4079 Other - Unexamined			Unknown
S FSR	Concern:1007 Fired on Safe Release			
C				

11/18/13: Customer sent an email in through info@shopremingtoncountry.com - "I gave my son a Model 710 a few years ago and it discharged by accident one morning when I was reviewing the the operation as we always do before a hunt. We always discussed not chambering a round until in the stand and proceeded to go through a practice load, unload procedure. I chambered a round, and we went through the drill and then snapped the safety off and the firearm discharged shooting a hole through the wall into the ground. Is there a fix for this problem as I am not allowing him to use this rifle at this point. There were no fingers anywhere near the trigger at the time of discharge.....". df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27404	71039717		11/27/2001 8:37:20 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC		U			

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				

11/19/13: Replied to customer's email & requested address, phone number, serial #, etc. & offered to send a shipping label to have gun come in for exam. Waiting on customer reply. df 11/19/13: Customer replied & supplied serial number, address & phone number. df 12/2/13: Mailed ARS, letter, SR paperwork. df

Examination[Remington/CF/BA]

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Part	Sub-Part	Code	Comment
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## Fulcher, Dell Marie

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**From:** JohnErvin.com [john@johnervin.com]  
**Sent:** Tuesday, November 19, 2013 3:36 PM  
**To:** Fulcher, Dell Marie  
**Subject:** Re: Remington Arms Inquiry

Remington Model 710  
270 Winchester  
Serial# 71039717

John L. Ervin Sr.  
2518 West Simms Blvd  
Tampa, Florida 33609

813-690-5945

**From:** Fulcher, Dell Marie  
**Sent:** Tuesday, November 19, 2013 1:53 PM  
**To:** john@johnervin.com  
**Subject:** Remington Arms Inquiry

Good afternoon,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,  
**Dell Fulcher** | Consumer Affairs Administrator  
**Remington Arms Company, LLC**  
PO Box 700, Madison, NC 27025-0700  
Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:  
[dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

Freedom Group Family of Companies: Remington | Marlin |  
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |  
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker  
Gun | Para USA

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delete this e-mail from your system.

9493

**Fulcher, Dell Marie**

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**From:** shopinfo [info@shopremingtoncountry.com]  
**Sent:** Monday, November 18, 2013 10:27 AM  
**To:** Product Services  
**Subject:** FW: Remington Model 710

I have one for y'all this morning.

Thank you,  
Hunter

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**From:** JohnErvin.com [mailto:john@johnervin.com] ✱  
**Sent:** Monday, November 18, 2013 10:24 AM  
**To:** shopinfo  
**Subject:** Remington Model 710

I gave my son a Model 710 a few years ago and it discharged by accident one morning when I was reviewing the the operation as we always do before a hunt. We always discussed not chambering a round until in the stand and proceeded to go through a practice load, unload procedure. I chambered a round, and we went through the drill and then snapped the safety off and the firearm discharged shooting a hole through the wall into the ground. Is there a fix for this problem as I am not allowing him to use this rifle at this point. There were no fingers anywhere near the trigger at the time of discharge.....

Sincerely,  
John L. Ervin Sr.

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**Fulcher, Dell Marie**

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**From:** Fulcher, Dell Marie  
**Sent:** Tuesday, November 19, 2013 1:54 PM  
**To:** 'john@johnnervin.com'  
**Subject:** Remington Arms Inquiry

Good afternoon,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,

**Dell Fulcher | Consumer Affairs Administrator**  
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**Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:**

**dell.fulcher@remington.com**

Freedom Group Family of Companies: Remington | Marlin |  
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |  
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker  
Gun | Para USA

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**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** john@johnnervin.com  
**Sent:** Tuesday, November 19, 2013 1:54 PM  
**Subject:** Relayed: Message relayed (john@johnnervin.com)

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

john@johnnervin.com

**Subject:**

## ARS LABEL REQUEST FORM

DATE: 12/02/2013	Service Request # SR00069278
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: <input type="text" value="Remington"/>	email address: <input type="text" value="I WILL MAIL LABEL"/>

### Business:

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

## LABEL INFORMATION

### MAIL LABEL TO:

JOHN ERYVIN SR.  
2518 WEST SIMMS BLVD  
TAMPA, FL 33609 US  
SR00069278

Email: john@johneryvin.com

### RETURN ITEM TO:

ILN

Arms Services



4X1090 DEC 2, 2013 ALL CLERK USD 1 OF 1  
CVC QNDGOM 201 LIT 10.0 LBS  
TRACKING# 124XX59SC0066800000  
REF 1: SR00069278  
REF 2:

HANDLING CHARGE 2.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	CCD 0.00	SVC T/P USD	
DO 0.00	DD2 0.00	RS 0.50	
AM 0.00	PR 0.00	SD 0.00	
INT PUB CHG 11.50		SP 0.00	
	PUB+HANDLING		11.50

ATTN: Product Service