

Remington Arms Co., Inc.
Product Service
Legal Case #:9059

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
319385	8/28/2013	8/29/2013	9/10/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Pearman	1065 Haversham Place	St. Louis	MO	63131		C 314-640-1848 E mapintegrity@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in roof of his shop	Cause:4038	Could Not Duplicate Concern	
S	Unexplained discharge - safety on	Concern:1005	Unexplained Discharge Safe ON	Unknown
C				

7/22/13: Mike Pearman called in. He stated he was using the rifle last deer season, picked the gun up & as he was walking out the door of his shop, the gun fired & shot a hole in the roof of his shop, no injury. He said he had not touched the trigger. He stated the gun fired one other time while in the deer stand without pulling the trigger. He stated he has used the rifle for years with no issues. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71096905	BX	1/17/2003 1:52:05 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	Wal Mart	SCOPE BASE	Y			

CONCERN: WENT OFF ON IT'S OWN

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
Replace rifle w/85633 in exchange						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$144					

7/23/13: Mailed ARS, letter & SR paperwork to customer. Box order# 1522559. df 9/9/13: Spoke w/customer & went over exam. We agreed to replace TA, clean & test fire @ n/c - goodwill gesture. I emailed Ilion to see if they

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9059&Type=... 9/10/2013

could repair it because it's an older M/710. df 9/10/13: Ilion emailed & said due to the age of this M/710, they do not have a TA for repair. Replacing gun with M/770, ramac 85633 in exchange. SAP Order# 1538851. I called customer w/update. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		8/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	ACTION DIRTY,RUSTY
	Stock Condition	Slightly Worn; Functioning	STOCK DIRTY
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	ISS	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	

	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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

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.**

22
Bx 10
3.5

Service Request Number SR00057372	Serial Number / Description Model 700 Center Fire Caliber: 3006	Date of Request: 07/23/2013 Date Printed: 07/23/2013
Customer: MIKE PEARMAN 1065 HAVERSHAM PLACE ST LOUIS, MO 63131 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

9059

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 # 9059. dmf

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

Serial Number:

71096905

Model: ~~700~~ 710



RE00319385

RECEIVED
AUG 30 2013

BY:.....

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.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Model Number: 710		Serial Number: 71096905	
Name: Mike Pearman		Date of Purchase: ?	
Address (no PO Boxes): 1065 Haversham			
City: Des Peres	State: mo	Zip: 63131	
Phone (Daytime): 314 640 1848		Fax:	
E-mail Address: mapintegrity@gmail.com			
Please describe your problem:			
<ul style="list-style-type: none"> Gon went off on its own two times. Now is jammed with empty cartridge in chamber. Got it out Problems with clip falling Apart When polling bolt open - would come all the way out. 			
500 characters left			

~~contact the Repair Center for services~~

Bought Gon at walmart
About 02; Don't have
Receipt

DO NOT SPEND SHELLS IN YOUR FIREARM
FIREARM. **THIS IS A VIOLATION OF**
MUST SEND SPENT SHELLS PLEASE
DATE AND INCLUDE NAME, ADDRESS
MODEL AND SERIAL NUMBER OF

arm before sending it.
event further damage in shipping and

ay not be returned.)
arm to prevent loss or damage.

~~UPS or Parcel Post. Remington is not~~

~~purchase insurance from your carrier.~~

Use our
UPS label

ARS LABEL REQUEST FORM

DATE: 07/23/2013	Service Request # SR00057372
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
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LABEL INFORMATION

MAIL LABEL TO:	MIKE PEARMAN 1065 HAVERSHAM PLACE ST LOUIS, MO 63131 US SR00057372 Email:
RETURN ITEM TO:	ILN Arms Services



ATTN: Product Service









