

Remington Arms Co., Inc.
Product Service
Legal Case #:9040

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
316458	7/26/2013	7/16/2013	7/31/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Scott	PO Box 1186	Riverview	FL	33568		H 813-677-3512

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in ceiling of house	Cause:4038	Could Not Duplicate Concern	Unknown
S	Concern:1008	Fired on Bolt Closing		
C				

7/16/13: Customer called in. He stated that he called into Consumer Service Dept on 7/1/13 and explained that he had a FBC w/rifle. CSR had customer purchase a new receiver insert assemb for rifle - SAP Order# 1516687. Customer stated the new part does not fit his rifle & when the incident happened in January 2013, the accidental discharge caused him to shoot a hole in the ceiling of his home. He said his son repaired the hole at n/c to him. Original call never transferred to Consumer Affairs for handling. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71139753	EX	10/2/2003 4:59:41 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R- REGULAR	SCOPE BASE	U			

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
Replace w/85634 in exchange - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$144					

7/16/13: Mailed ARS, letter & SR paperwork to have rifle come to Ilion for exam. Refunding for parts order - Credit

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9040&Type=C... 8/2/2013

Memo# 60093483. df 7/22/13: Customer called. He said if we have to replace gun w/Model 770, he would like a .308 caliber. df 7/31/13: Based on DOM of this rifle - Ilion no longer has the Receiver Insert Assembly for this rifle. I spoke with customer & we agreed to replace the rifle with 85634 - 770 SYN 308 WIN 22" W/SCOPE in exchange as gesture of goodwill. I emailed Bri & Tracy to order. SAP Order# 1525772. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		EX
	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	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	GRIP CAP MISSING
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
	Lift	---Select---	N/A

Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Functioning	
Trigger	Pull	---Select---	4#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	

Remington®

2211
EX 10/03
4#

July 16, 2013

9040

COPY

Bill Scott
PO Box 1186
Riverview, FL 33568
Phone: 813-677-3512

Ref # 9040, Model 710, Serial# 71139753

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 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.

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: 336-548-7872 or 7883

enclosure

Serial Number: 71139753

Model: 710



RE00316458

RECEIVED
JUL 30 2013

BY:

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

PS 30875

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.**

Service Request Number SR00056968	Serial Number / Description 71139753 Model 710 Center Fire Caliber: 3006	Date of Request: 07/16/2013 Date Printed: 07/16/2013
Customer: BILL SCOTT RIVERVIEW, FL 33568 US Email:	Destination: Arms Services 14 Hoefer Ave Ilion, NY 13357 US 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 # 9040. 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.

Sub Total:	.00
Est Sales Tax:	.00
Grand Total:	\$.00

Model Number: <u>710</u>		Serial Number: <u>71139753</u>	
Name: <u>BILL E. SCOTT</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>8226 ALAFIA RIDGE ROAD</u>			
City: <u>RIVERVIEW</u>		State: <u>FL</u>	Zip: <u>33569</u>
Phone (Daytime): <u>813-677-3512</u>		Fax: <u></u>	
E-mail Address: <u>XESSEXCV99@AOL.COM</u>			
Please describe your problem: <u>CLOSED BOLT + RIFLE DISCHARGED</u> <u>DID <u>NOT</u> SQUEEZE TRIGGER</u> <u>FIND NEW TRIGGER ENCLOSED (WRONG)</u>			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.</p>			

ARS LABEL REQUEST FORM

DATE: 07/16/2013	Service Request # SR00056968
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:	BILL SCOTT PO Box 1186 RIVERVIEW, FL 33568 US SR00056968 Email:
RETURN ITEM TO:	ILN Arms Services



4XX598 JUL 16, 2013 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5988065342502 ALL CURRENCY USD
 REF 1:SR00056968
 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	OGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 11.68		PUB+ HANDLING 11.68

ATTN: Product Service	
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