

2001  
Baker m/710  
Williams, (2)

PS00001

**Arms Services Repair & Estimate System**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools GSR Tools Reports Table Maintenance System Maintenance Help

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**Repair Inquiry**

Repair Number: **RE00039240** Serial: 71024653 Model: 710 Gender: Male Caliber: 270 Produced: 09/06/2001 Repairman: **Rob Brown** Status: **Shipped 12/21/02 4:00:10 PM**

Alt Repair: **High Priority**

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**Address Information**

Customer ☐ Received From ☒ Return To ☐ Received From ☐

Name: <b>BARRY WILLIAMS</b>	<b>REMINGTON ARMS COMPANY</b>
Address 1: <b>5769 HANCOCK DR</b>	<b>ATTN: MIKE KEENEY</b>
Address 2: <b>PO Box</b>	<b>315 WEST RING RD</b>
City: <b>TOCCOA</b>	<b>ELIZABETHTOWN</b>
State: <b>GA</b> Zip Code: <b>30577</b> Country: <b>US</b>	State: <b>KY</b> Zip Code: <b>42701</b> Country: <b>US</b>

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☐ Contact/Condition
 ☐ Problem
 ☐ Estimate
 ☐ History/Status
 ☐ Shipping/Billing

<b>Problems Reported</b> <table border="1"> <tr> <th>Code</th> <th>Desc</th> </tr> <tr> <td>W192</td> <td>FIRE ON SAFE</td> </tr> </table>	Code	Desc	W192	FIRE ON SAFE	<b>Repair Notes</b> <div></div>	<b>Repairman's Comments</b> <div></div>
Code	Desc					
W192	FIRE ON SAFE					
<b>Problems Found</b> <table border="1"> <tr> <th>Code</th> <th>Desc</th> </tr> <tr> <td>M426</td> <td>FORWARD TO PRODUCT SE</td> </tr> </table>	Code	Desc	M426	FORWARD TO PRODUCT SE		<b>GSR Comments</b> <div></div>
Code	Desc					
M426	FORWARD TO PRODUCT SE					

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Printed: 12/15/02 10:58 AM CAPS: INDM: FNS:

Asian Printscreen 95 Inbox - Microsoft Arms Services R... 6:55 AM

PS00002

<b>File Number:</b>	17046	<b>Arms Service number:</b>	39240
<b>Last Name:</b>	WILLIAMS	<b>First Name:</b>	BARRY
<b>Street:</b>	6769 LANCOCK DRIVE	<b>City:</b>	FOCCA
<b>State:</b>	GA	<b>Zip:</b>	30527
<b>Work Ph:</b>		<b>Home Ph:</b>	
<b>Type Concern:</b>	S	<b>Product Type:</b>	F A T O
<b>Concern:</b>	FIRE ON SAFE RELEASE	<b>Concern Code:</b>	1007
<b>Cause Code:</b>	4020	<b>Cause:</b>	OTHER UNSPECIFIED OR UNDETERMINED
<b>Assigned To:</b>	SANTA	<b>Classification:</b>	UNC UNJ UNC UND
<b>Settlement Detail:</b>	REFUND TWO M740S; PAY DEDUCTABLE ON	<b>Settlement Amount:</b>	\$1,662.38
<b>Date Opened Rem:</b>	12/11/01	<b>Date Opened by P/S:</b>	12/11/01
<b>Date of Incident:</b>	12/10/01	<b>Date Closed:</b>	1/14/02
<b>Date to Analysis:</b>		<b>Date from Analysis:</b>	
<b>Model:</b>	710	<b>Serial:</b>	71029653
<b>RAMAC:</b>	740	<b>Date Code:</b>	
<b>Custody:</b>		<b>Litigation:</b>	<input type="checkbox"/>
<b>Time of Modification:</b>	2:54:55 PM	<b>Prelitigation:</b>	<input type="checkbox"/>
<b>Date of Modification:</b>	12/13/01	<b>Obsolete:</b>	<input type="checkbox"/>
<b>Comments:</b> property damage truck door & seat also returned Model 710 serial #71023349 on our RE39243			

PS00003

Remington  
S.V. No.  
Remington  
Order No.

RECEIPTED EXPENSE BILL MUST  
ACCOMPANY ALL CHARGES FOR  
TRANSPORTATION

ED VIA _____		SELLER'S INVOICE NO. _____	DATE <u>1/12/02</u>
SHIPPING WEIGHT _____		BOUGHT OF <u>Barry Williams</u>	
F.O.B. _____		STREET AND NO. <u>6769 Hancock Drive</u>	
_____ PER CENT _____ DAYS	_____ DAYS NET	CITY AND STATE <u>Tocca, Ga. 30577</u>	

QUANTITY	DESCRIPTION	AMOUNT	
	To refund purchase of two Model 710 rifles serial numbers:	1,662	38
	71023349 & 71029653 rec'd on our RE00039243 &00039240,		
	and property damage claim.		
	IN SETTLEMENT OF TOTAL CLAIM		

CHARGE	MATERIAL OR SERVICES REC'D BY	PAID	AMOUNT OF BILL	
8850050-230145	PURCHASED BY	DATE	DISCOUNT	\$1.662.38
	APPROVED BY	CHECK NO.	NET	

RECEIVED OF

REMINGTON ARMS CO.

**\$ONE THOUSAND SIX HUNDRED SIXTY TWO DOLLARS---.38**

DATE \_\_\_\_\_ SIGNATURE OF PAYEE \_\_\_\_\_



Dennis Savita

1-11-01

Thankyou for your quick  
response. I am very Pleased  
with the out come, I  
feel that Remington has  
a great person running the  
Consumer Affairs Dept., my  
Phone calls were always returned  
Promptly and you are very  
Curtious.

Attached you will find the  
Receipts for both guns.

my Deductable is \$1000.<sup>00</sup>  
I carry \$500<sup>00</sup> on my wife's  
car....

PS00005

May God Bless : ...

Thank you  
Barry Williams



# PROPOSAL

G "A" TRIM SHOP  
P. O. BOX 268  
TOCCOA, GA. 30577  
706-886-5052

PROPOSAL NO.
SHEET NO.
DATE <u>12-11-01</u>

PROPOSAL SUBMITTED TO:

WORK TO BE PERFORMED AT:

NAME <u>Barry Williams</u>	ADDRESS
ADDRESS <u>6769 Hancock Dr</u>	CITY, STATE
CITY, STATE <u>Toccoa, Ga 30577</u>	DATE OF PLANS
PHONE NO.	ARCHITECT

We hereby propose to furnish the materials and perform the labor necessary for the completion of

truck seat cushion

<u>materials</u>	<u>42.00</u>
<u>labor</u>	<u>150.00</u>
<u>Sales tax</u>	<u>2.94</u>
	<u>\$194.94</u>

All material is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of:

Dollars (\$ 194.94)

with payments to be as follows

Any alterations or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

Respectfully submitted

J. Burgess  
Per BIG A TRIM SHOP

Note - This proposal may be withdrawn by us if not accepted within \_\_\_\_\_ days.

## ACCEPTANCE OF PROPOSAL

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

71029653

Model: 710



RE00039240

1/12/02

Ship: MIKE KEENEY

Smington Arms Co  
315 WEST Ring Rd.  
Elizabethtown, KY  
42701

With note to call me for details

Part  
Number

71023349

Model: 710



RE00039243

1/12/02

Ship: MIKE KEENEY

Remington Arms Co  
315 West Long Rd  
Elizabethtown, Ky

42701

with note to call me for details

<b>File Number:</b>	17046	<b>Arms Service number:</b>	
<b>Last Name:</b>	WILFAMS	<b>First Name:</b>	BARRY
<b>Street:</b>	6769 HANCOCK DRIVE	<b>City:</b>	FOCCA
<b>State:</b>	GA	<b>Zip:</b>	30527
<b>Home Ph:</b>		<b>Product Type:</b>	F A T O
<b>Work Ph:</b>		<b>Concern Code:</b>	1007
<b>Type Concern:</b>	S	<b>Concern Code:</b>	1007
<b>Concern:</b>	FIRE ON SAFE RELEASE		
<b>Cause Code:</b>	4040	<b>Cause:</b>	OTHER UNSPECIFIED OR UNDETERMINED
<b>Assigned To:</b>	SANTA	<b>Classification:</b>	UNC
<b>Settlement Detail:</b>	AGREED TO RETURN FOR EXAM	<b>Settlement Amount:</b>	\$0.00
<b>Date Opened Rem:</b>	12/11/01	<b>Date Opened by P/S:</b>	12/11/01
<b>Date of Incident:</b>	12/10/01	<b>Date Closed:</b>	
<b>Date to Analysis:</b>		<b>Date from Analysis:</b>	
<b>Model:</b>	710	<b>Serial:</b>	71029653
<b>RAMAC:</b>	710	<b>Date Code:</b>	
<b>Custody:</b>		<b>Litigation:</b>	<input type="checkbox"/>
<b>Time of Modification:</b>	2:54:55 PM	<b>Prelitigation:</b>	<input type="checkbox"/>
<b>Date of Modification:</b>	12/13/01	<b>Obsolete:</b>	<input type="checkbox"/>
<b>Comments:</b> property damage truck door & seat			

PS00010

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: BARRY WILLIAMS

Company: \_\_\_\_\_

Street: 6769 HANCOCK DRIVE

City: TOCCA State: GA. ZIP Code: 30577

REF #: \_\_\_\_\_

**A.R.S.**

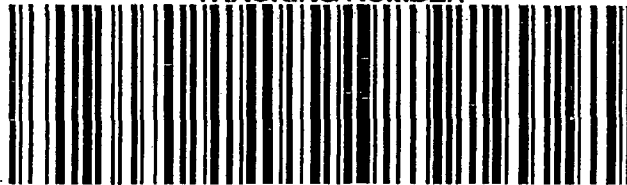
TO

DENNI'S SANITA  
REMINGTON ARMS  
14 HOEFLER AVE  
ILION NY 13357



**UPS GroundTrac®**

TRACKING NUMBER



1Z E13 390 06 5000 5155

UPS Authorized Return Service™

01118014



GroundTrac A.R.S. Tracking Number

1Z E13 390 06 5000 5155

REF #/DATE

*Do not trust*

PS00011

*12/11/01*  
*ESR m/710 sent # 71029653*  
*Property Damage*  
*Truck door & seat*  
*while turning 155*  
*key right hand?*  
*also bolt could*  
*be closed with 155.*  
*in the back portion*  
*Agreed to return*  
*PRS mailed Priority Mail Could not duplicate*  
*on phone 1/11/02 - agreed to refund*  
*purchase cost of the 2 rolls & pay deductible \$500.*

*1007  
4040*



Daeling, Mark

2002

710  
ccc

PS00012

74/10

File Number:	17102	Arms Service number:	40361
Last Name:	DARLING	First Name:	MARK
Street:	1205 VAN KIRK AVENUE	City:	PENSACOLA
State:	FL	Zip:	32503
Home Ph:	850-438-3058	Work Ph:	
Product Type:	F	F A T O	
Type Concern:	S	PI PD P S	
Concern Code:	1007	Concern:	FIRE ON SAFE RELEASE
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Detail:	REPLACE WITH NEW RAMAC 7410	Settlement Amount:	\$150.00
Date Opened Rem:	1/28/2002	Date Opened by P/S:	1/2/2002
Caliber:	3006	Date of Incident:	
Date Closed:	1/28/2002	Bullet Weight:	
Date to Analysis:		Date from Analysis:	
Manufacturer:		Model:	710
Serial:	71002409	Date Code:	
Date Mfgd:	12/28/2000	RAMAC:	710
Litigation:	<input type="checkbox"/>	PreLitigation:	<input type="checkbox"/>
Obsolete:	<input type="checkbox"/>	Custody:	
Comments:	Claims FSR while on deer stand (temperature 28 degrees) - Sent ARS label for him to return rifle to my attention. Adjustments may have been altered. Could not duplicate concern - Exchange for new RAMAC 7410 710 - 3006 n/c - send this gun to Mayfield for testing. Shipped to E-town Mika Keeney 3/4/02		
Time of Modification:	11:12:58 AM	Date of Modification:	1/2/2002

PS00013

Remington Arms Company, Inc.  
Sporting Arms - Ammunition - Targets - Traps  
Ilion, NY 13357

4 March 2002

Mike Keeney  
Remington Arms Co.  
Technical Center  
315 W. Ring Road  
Elizabethtown, KY 4207-9318

RE: Model 710 Serial #: 71002409

Mike:

This rifle was returned for allegedly firing on safe release. We could not duplicate that concern. We have replaced the firearm to the customer, and we are returning this firearm for you to evaluate.

Please let us know what you find. Once you complete your evaluation the rifle can be returned to my attention at Ilion.

Thank you,



Fred Supry  
Consumer Affairs Specialist  
Remington Arms Co.  
14 Hoeffler Avenue  
Ilion, NY 13357

315-895-3606  
[supryfl@remington.com](mailto:supryfl@remington.com)

File Number: 17102		Arms Service number: 40361	
Last Name: DARLING		First Name: MARK	
Street: 1205 VAN KIRK AVENUE		City: PENSACOLA	
State: FL	Zip: 32503	Home Ph: 850-438-3058	
Work Ph:	Product Type: F A T O		
Type Concern: S	PI PD P S	Concern Code: 1007	
Concern: FIRED ON SAFE RELEASE			
Cause Code: 4040	Cause: OTHER - UNSPECIFIED OR UNDETERMINED		
Assigned To: SUPRY	Classification: UND UNJ UNC UND		
Settlement Detail: REPLACE WITH NEW RAMAC 7410	Settlement Amount: \$150.00		
Date Opened Rem: 01/28/2002	Date Opened by P/S: 01/02/2002	Caliber: 3006	
Date of Incident:	Date Closed: 01/28/2002	Bullet Weight:	
Date to Analysis:	Date from Analysis:	Manufacturer:	
Model: 710	Serial:	Date Code:	Date Mfgd:
RAMAC: 710	Litigation: <input type="checkbox"/>	PreLitigation: <input type="checkbox"/>	Obsolete: <input type="checkbox"/>
Custody:	Comments: Claims FSR while on deer stand (temperature 28 degrees) - Sent ARS label for him to return rifle to my attention. Adjustments may have been altered - Could not duplicate concern - Exchange for new RAMAC 7410 710 - 3006 n/c - send this gun to Mayfield for testing.		
Time of Modification: 11:12:58 AM			
Date of Modification: 01/02/2002			

PS00015

Number: 71002409

Model: 710



RE00040361

Ship to Mike Keeney  
with note - after  
exchange

Could not duplicate  
Concern.

Exchange for new  
RAMAC 7410 (710-3000)  
w/c under warranty.

Return this gun to  
Fred Suppy after  
completing exchange.

FLS 1/28/02

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: MARK DARLING

Address: 1205 VAN KIRK AVE

City: PENSACOLA FL State: FL ZIP Code: 32503

REF #:

ATTN: FRED SUPPY

R.S.

TO

REMINGTON ARMS  
14 HOFELER AVE

ILION

NY 13357



UPS GroundTrac

TRACKING NUMBER



1Z E13 390 06 5000 5584

UPS Authorized Return Service™

257W

PS00016

40361

MARK DARLING  
1205 VAN KIRK AVE  
PENSACOLA, FLA 32503  
850 438 3058

Dear Fred Supry:

The event are as followed. It was the morning of Dec 22, 2001 the temperature was 25° and the time was 6:45 A.M. I climbed into the deer house and sat down onto a cold metal chair. I took off my gloves to load the full magazine into the gun. The bolt on the gun was back at the time of loading. The magazine ~~clip~~ snapped into place. I then checked ~~to~~ the safety on the gun. The safety was on. I then pushed the bolt action into place. The bolt pushed the first round into place. I was ready to hunt. Being so cold out, I decided to see how loud the safety would be. The rifle is now being held with my left hand about 3 inches above the magazine. The butt of the is resting

PS00017

40361

on my left leg. The muzzle of the rifle is above my head a slightly tilted away from me. With my right hand, I moved the safety to fire. The rifle went off. At that time when the rifle went off, my right (should I say my fingers) were not on the trigger nor in the trigger guard. The rounds of ammunition that has been fired in this model 710 is Winchester super X 30-06 SPRG. 150. grain power point.

I know that gun safety should be practiced by everyone who handles a firearm, but unfortunately some become a statistic.

Accidents can be prevented by practicing Safety.

MARK A DARLING  
1205 VAN KIRK AVE.  
PENSACOLA, FLA. 32503

Sincerely,  
Mark A Darling

850 438-3058  
call if you need any more info about the Incident

PS00018



File Number:	17102		Arms Service number:	
Last Name:	DARLING		First Name:	MARK
Street:	1205 VAN KIRK AVENUE		City:	PENSACOLA
State:	FL	Zip:	32503	Home Ph:
				850-438-3058
Work Ph:		Product Type:	F A T O	
Type Concern:	S	PI PD P S	Concern Code:	1007
Concern:	FIRED ON SAFE RELEASE			
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED	
Assigned To:	SUPRY	Classification:	UND	UNJ UNC UND
Settlement Detail:		Settlement Amount:	\$0.00	
Date Opened Rem:		Date Opened by P/S:	01/02/2002	Caliber:
Date of Incident:		Date Closed:		Bullet Weight:
Date to Analysis:		Date from Analysis:		Manufacturer:
Model:	710	Serial:		Date Mfgd:
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:
			<input type="checkbox"/>	Obsolete:
Custody:		Comments:	Claims FSR while on deer stand (temperature 28 degrees) - Sent ARS label for him to return rifle to my attention.	
Time of Modification:	11:12:58 AM			
Date of Modification:	01/02/2002			

PS00019

*Remington Arms Company, Inc.*  
*Sporting Arms - Ammunition - Targets - Traps*  
*Ilion, NY 13357*

2 January 2002

Mark Darling  
1205 Van Kirk Avenue  
Pensacola, FL 32503

RE: Model 710 Concern

Dear Mark:

We were very sorry to learn of the unfortunate incident that you experienced with your new Model 710 rifle. We are glad that your safe handling of the rifle prevented any injury or property damage.

I have enclosed the ARS label that we discussed this morning. Please include a note inside the shipping package with your name, address, and a brief description of the incident. We will examine your rifle to determine the cause of the incident and either repair or replace the rifle at no charge to you.

I wish you the very best in your career, and hope that you have many years of enjoying the shooting sports.

Sincerely,



Fred Supry  
Consumer Affairs Specialist  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

315-895-3606

[supryfl@remington.com](mailto:supryfl@remington.com)

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: MARK DARLINS

Company: \_\_\_\_\_

Street: 1205 VAN KIRK AVE

City: PENSACOLA State: FL ZIP Code: 32503

REF #: \_\_\_\_\_

**A.R.S.**

T  
O

ATTN: FRED SUPRY

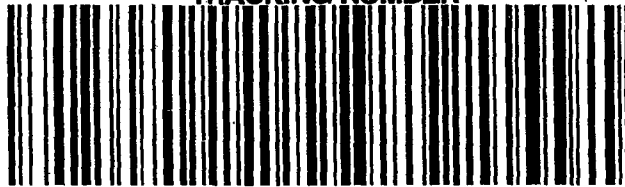
REMINGTON ARMS  
14 HOEFLER AVE

ILION NY 13357



**UPS GroundTrac®**

TRACKING NUMBER



1Z E13 390 06 5000 5584

UPS Authorized Return Service™

0118614

2/97W



GroundTrac A.R.S. Tracking Number

1Z E13 390 06 5000 5584

REF #/DATE

PS00021

Farley, Priscilla 2002  
Mark (14 yr old) 710

PS00022

File Number:	18294	Arms Service number:	67062
Last Name:	FARLEY	First Name:	PRISCILLA MARK
Street:	6159 PARKER ROAD	City:	LYLES
State:	TN	Zip:	37098
Home Ph:		Home Ph:	931-670-0673
Work Ph:		Product Type:	F A T O
Type Concern:	S	Concern Code:	1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Detail:	REIMBURSE CUSTOMER PURCHASE PRICE		
Date Opened Rem:	12/11/2002	Date Opened by P/S:	11/27/2002
Date of Incident:		Date Closed:	12/16/2002
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71078219
RAMAC:	710	Date Code:	
Custody:	OWNER	Date Mfgd:	9/6/2002
Comments:	<p>Mark (14-year old) - cycled gun he thought was unloaded and alleges that the rifle fired. He was inside the house at the time and the bullet went through the window casing. This is a new M770 purchased at Wal-Mart. Sent ARS label 11/27/02. Rifle received 12/1/02 - Mother says he cannot have this or any other rifle in house. Could not duplicate claim. Agreed to reimburse \$375 to close concern. APV issued 12/16/02.</p>		
Date of Modification:	11/27/2002	Settlement Amount:	\$375.00
		Bullet Weight:	
		Caliber:	3006
		Manufacturer:	
		Litigation:	
		Prelitigation:	
		Obsolete:	

PS00023

PS to reimburse customer -  
check this rifle for WIP Sales  
Close R&E.

FCS 12/16/02

I had one hand on the bottom of the barrel the other was on the bolt. The clip and shells was on the dresser. The gun was on Safty. I closed the bolt when I did the gun fired out a shell threw my window. My fingure was nowhere near the trigger. The gun is now useless to me for it took me a long time to talk mom into letting me have one. Even after making a 98% on my hunting safty course. She told me I couldn't hunt with this gun or any other.

Priscilla FARLEY  
6159 Parker Road  
Lyles, TN. 37098  
(931) 670-0673

\$375.00  
Reimbursement  
APR

ISSUED 12/16/02

ATTN: Gun is Logged  
in Under PAOVEAH!

JF.

Serial  
Number:

71078219

Model: 710



RE00057062

PS00024

**Remington Arms Company, Inc.**  
 INCORPORATED

 Remington  
 S.V. No. \_\_\_\_\_

 Remington  
 Order No. \_\_\_\_\_

 RECEIPTED EXPENSE BILL MUST  
 ACCOMPANY ALL CHARGES FOR  
 TRANSPORTATION

 SHIPPED VIA \_\_\_\_\_ SELLER'S INVOICE NO. \_\_\_\_\_ DATE 12/16/02

 SHIPPING WEIGHT \_\_\_\_\_ BOUGHT OF Priscilla Farley

 O.B. \_\_\_\_\_ STREET AND NO. 6159 Parker Road

 \_\_\_\_\_ PER CENT \_\_\_\_\_ DAYS \_\_\_\_\_ DAYS NET CITY AND STATE Lyles, TN 37098

QUANTITY	DESCRIPTION	AMOUNT
	To reimburse purchase price for Model 710 rifle. Reference	
	Farley file in Product Service and R&E #: 57062.	\$375.00

CHARGE  850050-230145	MATERIAL OR SERVICES REC'D BY <u>FLS</u>	<u>PAID</u>  DATE	AMOUNT OF BILL	\$375.00
	PURCHASED BY		DISCOUNT	
	APPROVED BY	CHECK NO.	NET	\$375.00

RECEIVED OF

REMINGTON ARMS CO.

**\$ Three Hundred Seventy-Five and 00/100's Dollars**

 DATE \_\_\_\_\_ SIGNATURE  
 OF PAYEE \_\_\_\_\_



File Number:	18294	Arms Service number:	
Last Name:	FARLEY	First Name:	PRISCILLA MARK
Street:	6159 PARKER ROAD	City:	LYLES
State:	TN	ZIP:	37098
Home Ph:	931-670-0673	Work Ph:	
Type Concern:	S	Product Type:	F A T O
Concern:	FIREBOMBING	Concern Code:	1008
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	SENT ARS LABEL	UNJ UNC UND J	
Date Opened Rem:		Date Opened by P/S:	11/27/2002
Date of Incident:		Bullet Weight:	
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	
RAMAC:	710	Date Code:	
Custody:	OWNER	Comments:	
Time of Modification:	9:56:28 AM	Date of Modification:	11/27/2002
<p>Mark (14-year-old) - cycled gun he thought was unloaded and alleges that the rifle fired. He was inside the house at the time and the bullet went through the window casing. This is a new M710 purchased at Wal-Mart. Sent ARS label 11/27/02.</p>			
Litigation:	<input type="checkbox"/>	Prelitigation:	<input type="checkbox"/>
Obsolete:	<input type="checkbox"/>	Settlement Amount:	\$0.00
Caliber:		Manufacturer:	
Date Mfgd:			

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: Priscilla Farley

Company: \_\_\_\_\_

Street: 6159 Parker Road

City: Lyles State: TN ZIP Code: 37998

REF #: \_\_\_\_\_

**A.R.S.**

**T  
O**

ATTN: FRED SUPRY

REMINGTON ARMS  
14 HOEFLER AVE

ILION NY 13357



**UPS GroundTrac®**

TRACKING NUMBER



1Z E13 390 06 5000 6074

UPS Authorized Return Service™

01118814

207W



GroundTrac A.R.S. Tracking Number

1Z E13 390 06 5000 6074

REF #/DATE

PS00027

**Remington Arms Company, Inc.**  
Sporting Arms – Ammunition – Targets – Traps  
**Ilion, NY 13357**

27 November 2002

Mark Farley  
6159 Parker Road  
Lyles, TN 37098

RE: Model 710 Rifle

Dear Mark,

Thank you for your call this morning. We were sorry to learn of the unfortunate incident that occurred, but certainly glad nobody was hurt. As we discussed, I have enclosed an ARS label for you to return the Model 710 rifle to my attention. Please include a note inside the shipping box with Priscilla's name, address, telephone number, and a brief description of the incident.

We will examine the rifle to determine the cause of the incident. We will contact you to discuss the result of our examination. I look forward to being of service.

Sincerely,



Fred Supry  
Consumer Affairs Specialist  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

315-895-3606  
[fred.supry@remington.com](mailto:fred.supry@remington.com)

File Number:	17803	Arms Service number:	49697
Last Name:	SILVA	First Name:	DOUG
Street:	45-479 KUKIA ST	City:	KANEOHE
State:	HI	Zip:	96744
		Home Ph:	808-235-4044
Work Ph:		Product Type:	F F A T O
Type Concern:	S	PI PD P S	Concern Code:
			1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Detail:	SEND TO MIKE KEENEY		Settlement Amount:
			\$0.00
Date Opened Rem:	7/23/2002	Date Opened by P/S:	7/23/2002
		Caliber:	270 WIN
Date of Incident:		Date Closed:	7/23/2002
		Bullet Weight:	
Date to Analysis:		Date from Analysis:	
		Manufacturer:	
Model:	710	Serial:	71023550
		Date Code:	
RAMAC:	710	Date Mfgd:	7/1/2002
		Litigation:	<input type="checkbox"/>
		PreLitigation:	<input type="checkbox"/>
		Obsolete:	<input type="checkbox"/>
Custody:		Comments:	Could not duplicate - cycled several times - bolt works hard if not pushed perfectly straight. Checked on bench by Bruce Travis no fault found. Forwarding to Mike Keeney in E-town for evaluation and repair.
Time of Modification:	2:36:12 PM		
Date of Modification:	7/23/2002		

PS000029

Arms Services Repair & Estimate System

Repair Inquiry

Repair Number: RE00049697

Serial: 71023550 Model: 710 Center Point Bolt Action

Customer: DOUGLAS SILVA

Address: 45 479 KUKIA STREET

City: KANEHUE

State: HI Zip Code: 96744

Country: US

Technician: Mike Keeney

Company: Remington Arms Company

Address: 315 W. Ring Road

City: Elizabethtown

State: KY Zip Code: 42701

Country: US

Current Status: New

Current Location: Repair Location

Current Location: KANEHUE

Transfer Number: 00000000

Repair Search

Refresh

Close

Mike: Customers claim is "fired on bolt closing."

We could not duplicate concern. Please check over completely have it repaired as needed under warranty and returned to customer

Thank you.

Trish Supry

PS00030

Remington Arms Company  
Atten: Product Service

Serial # 71 023 550  
Model 710 .270 cal  
Date of Purchase 9/25/01

*Gift Product Service*

From: Douglas W. Silva  
45-479 Kukia St,  
Kaneohe HI 96744

Home Phone (808) 235-4044  
Email: silvad003@hawaii.rr.com

I went to the gun shooting range three prior times and shot approximately 60 rounds to sight in this rifle. I then went on a goat hunt and shot 4 rounds. I then returned to the gun range and shot 12 more rounds. When I chambered the 13<sup>th</sup> round of the day, I closed the bolt and the round went off by it self for the first time. I then fired three more rounds, and then the 17th round I chambered went off when I closed the bolt again for the second time. I then put the rifle in the gun case and went home.

Mahalo from Hawaii.....Doug Silva

*Could not duplicate - cycled several times - Bolt works hard.*

*Check over repair as needed w/le under warranty*

*RES 7/23/02*

**71023550**

Model: 710



**RE00049697**

PS00031

**Subject: RE: Address**

**Date:** Wed, 10 Jul 2002 15:31:01 -0400

**From:** "Kincaid, Summer" <summer.kincaid@remington.com>

**To:** "Doug Silva" <silvad003@hawaii.rr.com>

This seems fine to me. It is very important that we comprehend that the rifle discharged, when you closed the bolt twice. Product service will make a detailed evaluation and we will determine what exactly has caused this to happen. I'll be waiting to receive your shipping receipt and I hope you are having a great day.

Thank you again,

Summer Kincaid  
Consumer Service Department  
Remington Arms Company, Inc.  
870 Remington Drive  
P.O. Box 700  
Madison, NC 27025  
Phone: 800-243-9700  
Fax: 336-548-7801  
summer.kincaid@remington.com

-----Original Message-----

From: Doug Silva [<mailto:silvad003@hawaii.rr.com>]

Sent: Wednesday, July 10, 2002 12:21 PM

To: Kincaid, Summer

Subject: Re: Address

Aloha Summer:

Thank you very much for your help and understanding. Here is the letter I will send, please let me know if it alright.....Mahalo.....Doug

PS00032

7/10/02 9:33 AM



**Subject: Address**

**Date:** Wed, 10 Jul 2002 14:08:20 -0400

**From:** "Kincaid, Summer" <summer.kincaid@remington.com>

**To:** <SILVAD003@HAWAII.RR.COM>

**CC:** "Kincaid, Summer" <summer.kincaid@remington.com>

Doug, here is the information that you will need:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.

Ship to:

Remington Arms Company, Inc.

Attn: Product Service

14 Hoefler Avenue

Ilion, NY 13357

I will call you when we receive this and have a chance to evaluate it. Please fax me your shipping info to the number below and I will get started on the credit. I would like to take this opportunity to tell you that I appreciate your patience with us during this situation and that we will resolve this issue. If you have any questions or problems, please feel free to give me a call.

Very sincerely,

Summer Kincaid

Consumer Service Department

Remington Arms Company, Inc.

870 Remington Drive

P.O. Box 700

Madison, NC 27025

Phone: 800-243-9700

Fax: 336-548-7801

summer.kincaid@remington.com

PS00033

7/10/02 8:30 AM

ACE  
James at Roberts  
11/7/10

File Number:	18771	Arms Service number:	
Last Name:	ACE	First Name:	
Street:	462 WASHINGTON RD	City:	WASHINGTON
State:	PA	Zip:	15301
Home Ph:			
Work Ph:		Product Type:	F A T O
Type Concern:	S	PI PD P S	Concern Code:
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SANITA	Classification:	UNC UNJ UNC UND J
Settlement Detail:	REPAIRED AT N/C AT RARC PADUCHAH SHOO		Settlement Amount:
Date Opened Rem:	2/27/2003	Date Opened by P/S:	3/7/2003
Caliber:	30/06		
Date of Incident:		Date Closed:	3/7/2003
Bullet Weight:			
Date to Analysis:		Date from Analysis:	
Manufacturer:	REM		
Model:	710	Serial:	71052397
Date Code:		Date Mfgd:	3/10/2002
RAMAC:	710	Litigation:	<input type="checkbox"/>
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>
Custody:		Comments:	
Time of Modification:	12:42:28 PM		
Date of Modification:	3/7/2003		

PS000035

# Arms Services - Remington Authorized Repair Centers (RARC)

Add Repair Review Repair Inquiry Repair Tools Reports Table Maintenance Help

## Customer Repair Approval and Payment Update

Repair Center: Paduchah Shooter Supply

Display Status: ALL

Repair Nbr	Reference	Status	Status Date	Customer Name	Total Cost
RP00017065		New	2/27/2003	ACE	82.57
RP00017203		New	2/27/2003	STANLEY E. CAMP	14.00
RP00017282		New	2/28/2003	CHRIS APELEBEE	14.00
RP00017293		New	2/28/2003	SCOTT WHITTLE	14.00
RP00017294		New	2/28/2003	DONALD CADDICK	14.00
RP00017295		New	2/28/2003	PATRICK BRIAN GEREN	15.91
RP00017296		New	2/28/2003	GERALD LUTES	14.00
RP00017297		New	2/28/2003	RICHARD FRANCIS	14.00

Total Repairs Listed: 139 New: 65 Approved: 74 Rejected: 0 Hold: 0

Repair Type: Firearm

Serial Number: 71052397

Model: 710/30.06

Date Received: 01/22/2003

Date Returned: 02/27/2003

Date Produced:

Barrel Code: 03/02

Repair: RP00017065

Reference:

Original Entry Actual Pay Comments

Parts:	66.57	66.57	
Labor:	10.00	10.00	
Shipping:	4.00	4.00	
Packing:	.00	.00	
Ammo:	2.00	2.00	
Total:	82.57	82.57	

M133 710/30.06 RARE REPAIR CENTER ASSEMBLY  
M133 710/30.06 RARE REPAIR CENTER ASSEMBLY

M133 710/30.06 RARE REPAIR CENTER ASSEMBLY  
M133 710/30.06 RARE REPAIR CENTER ASSEMBLY

CUSTOMER STATES THAT GUN SOME TIMES FIRES WHEN THE SAFETY IS SET  
REPAIRS REQUIRED FOR SAFETY MECHANISM  
SAFETY MECHANISM IS MISSING

Previous Repair

Next Repair

Approve

Hold

Reject

Maintenance

Refresh

Close

Printed: 3/7/2003 11:47 AM CAPS NUM INS SCRL

start Arms Services - Remi...

11:47 AM

Unconfirmed  
Undetermined ?

PS00036

Arms Services

Remington Authorized Repair Centers (RARC)

Add Repair
Review Repair
Inquiry
Repair Tools
Reports
Table Maintenance
Help

RARC Repair Inquiry

Repair Number: RP00017065

Verify Repair

Current Repair Status

Paid 3/7/2003

Center:

Customer:

Jah Shooter Supply  
319 Caro Rd.  
aducah, KY 42001 US

ACE  
462 WASHINGTON RD  
WASHINGTON, PA 15301 USA

Phone: ()  
Email:

Repair Information	Repair Charge Breakdown	Repair History	Accounting
Reference Nbr: RP00017065 Repair Type: Firearm Model ID: 710 Serial Nbr: 71052397 Gauge/Caliber: 30.06 Barrel Date: Date Received: 01/22/2003 Date Returned: 02/27/2003 Date to Factory:	Date Produced:	<div> <div>Repair Codes:</div> <div> 7123X - FORWARD PRODUCT SERVICE PORTING  X300 - USER DEFINED </div> </div> <div> <div>Parts:</div> <div> 71041M - 710 RECEPT INSERT ASSEMBLY  710440 - 710 Firing Pin Assembly </div> </div> <div> <div>Repair Text:</div> <div> CUST STATES THAT GUN SOMETIMES FIRES  WHEN THE SAFETY IS LET OFF. REPLACED REC  INSERT FOR SAFETY REASONS.  SHROUD BROKEN ON ISS. TEST FIRED. </div> </div>	

Repair Search

Refresh

Close

start
Inbox - Microsoft Out...
Pservice : Database (...
Customer Service Dat...
Arms Services - Remi...
12:43 PM

PS00037

Thomas, Ken

about  
m/m

PS00038

# Remington.

## TRACKING DOCUMENT

### Repair Order Number



<b>Repair Order Number</b> RE00076031	<b>Description/Serial Number</b> 71083208 REPLACEMENT 71152345	<b>Repairman -</b> Bruce Travis
<b>Account # - R-</b>	<b>Model</b> 710 <b>Center Fire</b> <b>Caliber:</b> 270	<b>Date Received -</b> 1/22/2004
<b>Customer</b> RON THOMAS 69 WASHINGTON P.O. BOX 31 CRANE. MT 59217 US		<b>Estimate Date -</b> <b>Current Date -</b> 2/3/2004
<b>Phone (H)</b> (406)-433-7174 <b>Phone (W)</b> (406)-482-8244		<b>Return To</b> DANIELSONS TRUE VALUE 114 WEST MAIN ST SIDNEY. MT 59270 US
		<b>Fax</b> <b>Email</b>

Reported		Found	
M992	UNINTENTIONAL FIRING	M123	FORWARD TO PRODUCT SERVICE P

Material #		MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Service						
4000104		ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000254		GR-FIREARM REPLACEMENT	1	1	0	Y
Service Total:			1	1	0	

<b>ProblemNotes</b> in settlement of property damage claim. supply replacement m/710 270 cal ramac# 7408 in exchange.					
<b>Repairman</b>	<b>Proof</b>	<b>Clean</b>	<b>Test</b>	<b>Target</b>	<b>Pattern</b>
<b>Gallery Tester</b>	<b>Date</b>	<b>Date</b>	<b>Date</b>	<b>Date</b>	<b>Date</b>

PS00039

new phone

# 406

487

8051

Ron Thomas



File Number:	19572	Arms Service number:	76031
Last Name:	THOMAS	First Name:	RON
Street:	PO BOX 31	City:	CRANE
State:	MT	Zip:	59217
Home Ph:			
Work Ph:		Product Type:	F F A T O
Type Concern:	S	PI PD P S	Concern Code:
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4006	Cause:	ALTERED ADJUSTMENTS OR COMPONENTS
Assigned To:	SANTA	Classification:	UNJ UNC UND J
Settlement Detail:	AGREED TO REPLACE AND REFUND DAMAGE		Settlement Amount:
Date Opened Rem:	12/5/2003	Date Opened by P/S:	12/5/2003
Caliber:	270		
Date of Incident:		Date Closed:	1/21/2004
Bullet Weight:			
Date to Analysis:		Date from Analysis:	
Manufacturer:	REM		
Model:	710	Serial:	71083208
Date Code:		Date Mfgd:	10/9/2002
RAMAC:	710	Litigation:	<input type="checkbox"/>
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>
Custody:		Comments:	
Time of Modification:	10:43:08 AM		
Date of Modification:	12/5/2003		

PS00041

# Remington Arms Company, Inc.

INCORPORATED

Remington

S.V. No. \_\_\_\_\_

Remington

Order No. \_\_\_\_\_

RECEIPTED EXPENSE BILL MUST  
ACCOMPANY ALL CHARGES FOR  
TRANSPORTATION

D VIA \_\_\_\_\_ SELLER'S INVOICE NO. \_\_\_\_\_ DATE 1-21-04

HIPPING WEIGHT \_\_\_\_\_ BOUGHT OF Ron Thomas

.O.B. \_\_\_\_\_ STREET AND NO. PO Box 31

PER CENT \_\_\_\_\_ DAYS \_\_\_\_\_ DAYS NET \_\_\_\_\_ CITY AND STATE Crane, Mt. 59217

QUANTITY	DESCRIPTION	AMOUNT	
	To cover the repair damage to 1986 Jeep Wagoneer	487	.50
	In settlement of claim		

CHARGE	MATERIAL OR SERVICES REC'D BY	<u>PAID</u>	AMOUNT OF BILL	
	PURCHASED BY		DISCOUNT	
	APPROVED BY	DATE	NET	
3850050-230145			\$487.50	

RECEIVED OF

REMINGTON ARMS CO.

**\$Four Hundred Eighty Seven Dollars-----**.50

DATE \_\_\_\_\_

SIGNATURE  
OF PAYEE

# North Star Auto Body & Glass

Federal Tax ID: 81-0515244

HC 89; Box 5176

Sidney, MT 59270

Phone #: (406) 433-2255

Fax #: (406) 488-8005

E-Mail: nsab@midrivers.com

Customer No: 1800

Report No: 1819

Claim #:

Assign No:

## Estimate

/04

### Vehicle Information

1986 Jeep Wagoneer J Series Full Size

Style:

Color:

Color Code:

Production Date: / 0

License: State: MT

VIN:

Miles In: 0

Miles Out: 0

Condition:

Estimator: S.J. Cayer

### Insurance Company

### Owner - Ron Thomas

PO Box 31

Crane, MT 59270

Home Phone: (406) 482-8244

Work Phone: (406) -

Fax #: (406) -

### Insured -

Home Phone: (406) -

Work Phone: (406) -

Fax #: (406) -

### Insurance Information

Adjuster:

Claim #:

Policy #:

Deductible: \$0.00

Claim Rep:

Date of Loss: 1/13/04

### Accident Location

Phone #1: -

Phone #2: -

### Claimant -

Home Phone: (406) -

Work Phone: (406) -

Fax #: (406) -

### Appraisal Company

Phone #: -

Fax #: -

Date Assigned: 1/13/04

Phone #: -

Fax #: -

Date of Inspection: 1/13/04

Description of Work	Part Number	Price	Labor	Paint	Other
* Repair floor pan			1.0* body*		
* R&I front carpet (beige)		\$325.00 *	3.0* body*		
* transmission housing may have crack on top					
<b>Sub Totals</b>		<b>\$325.00</b>	<b>4.0</b>		

THANK YOU FOR LETTING US SERVE YOU!

	Hours	Rate	Total
Body Labor	4.0hrs	\$40.00/hr	\$160.00
OEM Parts			\$325.00
Body Supplies	1.0hrs	\$2.50/hr	\$2.50
Tax	Non-Taxed		
<b>Grand Total</b>			<b>\$487.50</b>

Estimate based on MOTOR CRASH GUIDE (DE3WA79). 9/03

\* Indicates Estimator's Judgment

† Indicates Taxed Item

This report is based upon our detailed inspection of your vehicle and does not include repairs other than itemized above. Occasionally additional damage will be discovered once the work is opened up, and additional repairs will be required.

Repairs will be made for you as owner. If you do not intend to pay with your own funds, please make certain the insurance company or other party can deliver their check to you in time to pick up your vehicle. All repairs must be paid in full before the vehicle will be released.

Holder is named on the insurance check, their endorsement must be obtained.

We are proud of our technicians and their superior quality workmanship. Thank you for your business!

Page 1 of 1

PS00043

Serial Number: **71083208**

Model: **710**



**RE00076031**

1/21/04

*An settlement of property damage claim*

*Supply replacement m/710 270 cal (7408).*

*New # \_\_\_\_\_*

*in exchange Chevy 230145*

1. *SCRAP RIFLE ser# 71083208*
2. *KEEP TRIGGER ASSEM gun Product Service*
3. *RETURN SCOPE w/ BASE, draw, Product Service Gun*

Serial  
Number:

71083208

Model: 710



RE00076031

1/21/04

Date Call  
10/9/02

Property Damage Claim  
Fired when opened the bolt  
to unload. Damaged 1986 Jap Wagon

Tyig Adj & Stop Service attended (customer stated  
in his letter that he took the gun apart and  
found both tygin screws were coming out, one  
screw fell out.

Customer purchased rifle new in October 03  
Agreed replace & refund property damage  
estimate

PS00045

# North Star Auto Body & Glass

Federal Tax ID: 81-0515244

HC 89; Box 5176

Sidney, MT 59270

Phone #: (406) 433-2255

Fax #: (406) 488-8005

E-Mail: nsab@midrivers.com

Customer No: 1800

Report No: 1819

Claim #:

Assign No:

## Estimate

04

### Vehicle Information

1986 Jeep Wagoneer J Series Full Size

Style:

Color:

Color Code:

Production Date: / 0

License: State: MT

VIN:

Miles In: 0

Miles Out: 0

Condition:

Estimator: S.J. Cayer

Insurance Company

### Owner - Ron Thomas

PO Box 31

Crane, MT 59270

Home Phone: (406) 482-8244

Work Phone: (406) -

Fax #: (406) -

### Insured -

Home Phone: (406) -

Work Phone: (406) -

Fax #: (406) -

### Insurance Information

Adjuster:

Claim #:

Policy #:

Deductible: \$0.00

Claim Rep:

Date of Loss: 1/13/04

### Accident Location

Phone #1: -

Phone #2: -

### Claimant -

Home Phone: (406) -

Work Phone: (406) -

Fax #: (406) -

### Appraisal Company

Phone #: -

Fax #: -

Date Assigned: 1/13/04

Phone #: -

Fax #: -

Date of Inspection: 1/13/04

Description of Work	Part Number	Price	Labor	Paint	Other
* Repair floor pan			1.0* body*		
* R&I front carpet (beige)		\$325.00 *	3.0* body*		
* transmission housing may have crack on top					
<b>Sub Totals</b>		\$325.00	4.0		

THANK YOU FOR LETTING US SERVE YOU!

	Hours	Rate	Total
Body Labor	4.0hrs	\$40.00/hr	\$160.00
OEM Parts			\$325.00
Body Supplies	1.0hrs	\$2.50/hr	\$2.50
Tax	Non-Taxed		
<b>Grand Total</b>			<b>\$487.50</b>

Estimate based on MOTOR CRASH GUIDE (DE3WA79). 9/03

\* Indicates Estimator's Judgment

† Indicates Taxed Item

This report is based upon our detailed inspection of your vehicle and does not include repairs other than itemized above. Occasionally additional damage will be discovered once the work is opened up, and additional repairs will be required.

Repairs will be made for you as owner. If you do not intend to pay with your own funds, please make certain the insurance company or other party can deliver their check to you in time to pick up your vehicle. All repairs must be paid in full before the vehicle will be released.

Holder is named on the insurance check, their endorsement must be obtained.

We are proud of our technicians and their superior quality workmanship. Thank you for your business!

Page 1 of 1

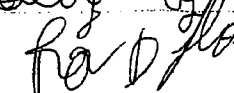
PS00046

1-14-04

To: Dennis Sanita

I bought a Remington 270 in October 03 at D&G's sports center in Glasgow MT. I sighted the rifle in, and shot one doe reloaded just in case I saw a buck. I walked back to my house put the gun in the Jeep. Went in the house and got my wife, so we could go get the doe I shot. I got in the Jeep, reached over and opened the bolt to unload, and it (gun) went off, and we threw the floor board. (The estimate is enclosed) I took apart the gun and both trigger screws were coming out, intact one screw fell out. So I tightened them up so I wouldn't lose them. I bought the rifle for the sole purpose of Deer season. I had to borrow one for my other Deer. I prefer Remington products, I've never had trouble before. Hopefully it's fixable, I really love the gun.

PS00047

In close I hope to be doing future business with your company. I still need more guns. Please enclose a catalog of new guns. Thanks for everything. 

Ron Thomas

Address P.O. Box 31

Grane, mt

59217

# 69 Washington

Grane mt

59217

406-482-8244

406-433-7174

Thank you  
Ron Thomas



Computer Front End Date and Time

Serial Number Inquiry

Serial Number: 71083208 Production Status: Close

Model ID: 710 Produced Loc: MAY

Material Nbr: 27408 Date Produced: 10/09/2002

Description: No Description available

DATE History

Date	Activity	UserID	Desc1	Desc2
11/14/2002	SHIP	OHL	D & G SPORTS & WESTERN IN	59230

Production History Location

Date	Activity	UserID	Desc1	Desc2
------	----------	--------	-------	-------

Close

start

Inbox - Microsoft Out... Serial Number Inquiry

11:39 AM

PS00049

File Number:	19572	Arms Service number:	
Last Name:	THOMAS	First Name:	RON
Street:	PO BOX 311	City:	GRANE
State:	MT	Zip:	59217
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1007
Type Concern:	S	PI PD P S	
Concern:	FIRE DONS SAFE RELEASE		
Cause Code:	10401	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SANTA	Classification:	UNC
Settlement Detail:	AGREED TO RETURN ARS LABEL MAILED	UNJ UNC UND J	
Date Opened Rem:	12/5/2003	Date Opened by P/S:	12/5/2003
Date of Incident:		Date Closed:	
Date to Analysis:		Date from Analysis:	
Model:	740	Serial:	741083208
RAMAC:	710	Date Code:	
Custody:		Litigation:	
Comments:		Prelitigation:	
Time of Modification:	10:43:08 AM	Obsolete:	
Date of Modification:	12/5/2003		
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>			

**Sanita, Dennis J.**

---

**From:** Fulcher, Dell Marie  
**Sent:** Thursday, December 04, 2003 3:20 PM  
**To:** Sanita, Dennis J.  
**Subject:** Ron Thomas (M/710 issue)

Serial # 71083208  
M/710-- .270 Win caliber

*PO BOX 31  
CRANE, MT 59217*

Gun had FSR & blew a hole in his Jeep.  
Phone: 406-482-8244

Thanks, ☺

Dell Marie Fulcher  
Sr. Consumer Service Rep.  
Remington Arms Co., Inc.  
PO Box 700  
Madison, NC 27025  
Phone: 1-800-243-9700  
Fax: 336-548-7801  
dell.fulcher@remington.com

*Called & spoke with Mr. Thomas - he stated he found  
trigger pull issue on the action. Agreed to return with Jeep damage on  
12/5/03 ARS label mailed*

PS00051

12/5/2003

File Number:	19460	Arms Service number:	73378
Last Name:	TURNER	First Name:	BRYAN
Street:	526 FALLS AVENUE	City:	GRANITE FALLS
State:	NC	Zip:	28630
		Home Ph:	828-396-7830
Work Ph:		Product Type:	F A T O
Type Concern:	PI	Concern Code:	1025
Concern:	UNEXPLAINED DISCHARGE - FACE CUT		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	CASH SETTLEMENT	UNJ UNC UND	
Date Opened Rem:		Date Opened by P/S:	11/10/2003
Date of Incident:	11/8/2003	Date Closed:	12/4/2003
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71083414
RAMAC:	710	Date Code:	EW
Custody:	OWNER	Comments:	
Time of Modification:	1:16:35 PM		
Date of Modification:	11/10/2003		
<p>Litigation: <input type="checkbox"/> Prelitigation: <input checked="" type="checkbox"/> Obsolete: <input type="checkbox"/></p> <p>Claims new rifle being signed in. Rifle was picked up by the butt stock off a pick up bed. Rifle discharged causing a cut in his forehead. Bullet went through tool box, truck cab, shattered rear window, and damaged interior. Claims that the safety was on, and the trigger was very "touchy." He is returning to doctors today to have bandages changed. Sent letter and ARS label. Reached settlement agreement of \$4250.00. Release sent 11/26/03. Executed release received 12/4/03 APV issued.</p>			
Settlement Amount:	\$4,250.00	Caliber:	270
Bullet Weight:		Manufacturer:	
Date Mfgd:	10/7/2002		

PS00052

# **urgent**

---

f a c s i m i l e

*To:* **Mr. Fred Supry**  
*Fax Number:* 1 336 548-7801

*From:* **Bryan Keith Turner**  
*Fax Number:*  
*Business Phone:*  
*Home Phone:* 1-828-396-7830

*Pages:* 2  
*Date/Time:* 11/11/2003 4:26:13 PM  
*Subject:* Attn : Mr. Fred Supry and Remington Madison, NC Plant CEO

---

AS ENCLOSED.

Sincerely,

Bryan Turner

PS00053

Turner  
Bryan

Date: December 13, 2003

Receipt of Payment

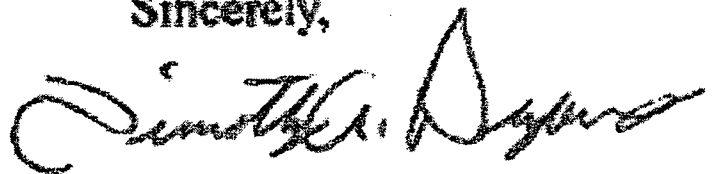
Amount: \$250.00

For replacement of damaged quilt due to an accident related to the malfunction of a Remington Rifle.

To whom it concerns:

Thank you for the prompt and sufficient reimbursement provided by your company.

Sincerely,



---

**Date: December 13, 2003**

**Receipt of Payment**

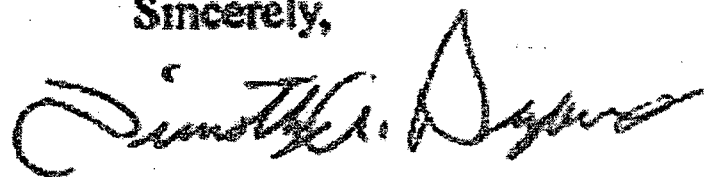
**Amount: \$250.00**

**r replacement of damaged quilt due to an accident related to the malfunction of a Remington Rifle.**

**To whom it concerns:**

**Thank you for the prompt and sufficient reimbursement provided by your company.**

**Sincerely,**

A handwritten signature in cursive script, appearing to read "Timothy D. Agnew".

Dear Sirs:  
The Remington 270  
Model 710 has been  
packed at the below  
and I await your  
paid ship label from  
Mr. Supny. Thanks!  
- Byron Turner

For Fast and Friendly Service, Come In

Your Mailing & Business Service Center



Fed



Victor Fisher  
Gateway Plaza Shopping Center  
2359 US Hwy. 70 SE  
Hickory, NC 28602-4732  
(828) 325-8333  
Fax: (828) 325-8334

Qwik Pack & Ship  
2359 US Hwy 70 SE  
Hickory, NC 28602-4732  
(828)325-8333  
Fax: (828)325-8334

Bubble Wraps	3.75 TX
Peanuts	1.00 TX
SUBTOTAL 4.75	
TAX:	
State Tax on 4.75	0.22
County Tax on 4.75	0.12
TOTAL	5.09
TEND Cash	5.09

#8

11/11/2003  
11:41 AM

PS000056



# **urgent**

---

f a c s i m i l e

**To:** Mr. Fred Supry, and Remington NC CEO

**Fax Number:** 1 336 548-7801

**From:** Bryan Keith Turner

**Fax Number:**

**Business Phone:**

**Home Phone:** 1-828-396-7830

**Pages:** 3

**Date/Time:** 11/11/2003 3:27:16 PM

**Subject:** Attn: Remington Arms Plant (Madison, NC) CEO, and Mr. Fred Supry

---

Letter as enclosed

Sincerely,

Bryan Turner

PS00057

Bryan K. Turner  
526 Falls Avenue  
Granite falls, NC 28630  
828-396-7830

Mr. Fred Supry - Direct Line - 1-315-895-3606  
C/O Remington Firearms Company 14 Hoefler Avenue.  
PO Box 700 I lion, NY 13357  
Madison, NC 27025  
1-336-548-8700  
1-336-548-7801 (FAX)

RE: Remington Model 710 with scope recall, and resulting misfire thereof

Dear Mr. Madison,

I do appreciate you returning my call today, Monday, November 10, 2003. I would like to repeat what I stated over the phone. The safety was on. My friends can attest to that, they are the ones that sighted in the Remington Model 710 .270 caliber for me. I picked up the gun by the stock itself, and it fired. I was in shock. I can remember seeing pieces flying from the bed of Jimmy's Dodge pick-up truck, and I thought, "Oh God, I'm hit". It is a diesel model, long bed. The shell hit at an angle denting Jimmy's pick-up bed, and tearing a rubber bed liner, as I was lifting the firearm, and the round fragmented into several parts. Part of the round went into Jimmy's toolbox, leaving a hole, and denting the lid from the inside. Another splinter went through the front of Jimmy's pick-up bed, and went through the rear of the cab again. From there it appears to have splintered once more. It seems that part of this latter fragment is lodged in the rear seat of Jimmy's pickup, and the other fragment from this went upwards and out his rear split windshield. The gun recoil also caused me to sustain an open wound to my forehead, as enclosed, that required treatment at the nearby hospital in Taylorsville, NC. I have steri-strips that are to be worn through at least Friday, November 14, 2003, on my forehead right between my eyes of all things. At that time, Doctor Wilson will again see me as today during a follow-up (diagnosed concussion), clean the wound on my forehead, and redress at that time as enclosed. Doctor Wilson also gave me sample medication for this. I am furnishing you with the papers that I have at present. It may be some time before I get anything from Frye Hospital in Taylorsville, NC.

Also as I stated to you on the phone, from the day I got this model 710 out of layaway at Castle Sports Unlimited in Granite Falls, NC, I did not like how the trigger felt, or operated. The trigger is VERY touchy, nor does the safety feels right. Jimmy, and my friend John, noted this as well. It is also unfortunately noticed, this gun fires with the safety on, as well as off. I've been around guns all of my life and this has left me in shock, as well as that of my friends. I am a proud life member of the NRA. All I want is for things to be made right as you stated on our phone conversation. That is as follows as we talked of:

PS00058

Requested and discussed

My gun repaired, the stock reblued from the fragmentation, and the necessary repairs/replacements made not just to my Remington Model 710, but for Jimmy's truck to be repaired, and I am trying to reach him through John, at 828-234-1145 (cell number), or home at 828-313-0988, (I do not know Jimmy's number, but John does, and Jimmy is to be getting the actual estimates to me), and finally, those medical bills for me paid and refunded that I have paid so far. If any reimbursement for mental harm is paid, that is your call here (from resulting dizziness, headache, pain from the hit, steri-strips w/medications and medical visits), but I would so love to have a "Real Tree Hardwood Stock TM" on it, and I would pay for it only if it absolute need be the case. I just ask that you work with me, since I have been on disability for right near 2 years now if I "may" have to pay for this replacement stock (in all honesty, the standard machine tool gray stock is butt-ugly). I am a very fair individual to work with Mr. Supry, and I am not one to be "sue happy". I just want things here to be made right, nothing more. I understand well things go wrong at times. Personally, I hate these anti-gun lobbyists, which try to take away our 2<sup>nd</sup> Amendment Rights as outlined in the Constitution of the United States of America. What a bunch of morons they are for not truly understand the 2<sup>nd</sup> Amendment, if it wasn't for a well armed military, and public, then our great country may have very well been invaded ages ago. God Bless America!

Well, I've said all I have to say here. I hope you understand what I am trying to say here. This is what happened. Finally, I hope Remington continues to manufacture quality firearms now, and in the future, plus supports organizations such as the NRA.

Sincerely,

Bryan K. Turner  
1 copy of 2

Dear CEO & Mr. Supry,  
Mr. Supry has been a very  
nice individual to talk with.  
Please understand that neither  
myself, John, or Jimmy are  
upset at present --- just shocked.  
All we ask is that damages be  
made right from defect in  
the Model 270 Rifle not only  
to myself, but to Jimmy's  
Pick-up/Toolbox as well, and  
repairs of my rifle as noted  
on this page. Thanks for  
being so understanding. I  
did mail a copy of this letter.

Sincerely,

Bryan Turner  
11/11/03

TRANSMISSION VERIFICATION REPORT

TIME : 11/11/2003 18:08  
NAME : REMINGTON  
FAX : 3365487801  
TEL : 3365487801

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

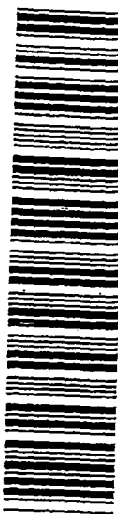
11/11 18:07  
913158953661  
00:01:31  
05  
OK  
STANDARD  
ECM

PS00060

71083414

10/7/2002

Model: 710



RE00073378

Settled by PS.  
Close R&E  
SCRAP RIFLE.

FLS

12/4/03

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: BRYAN TURNER

Company: \_\_\_\_\_

Street: 526 FALLS AVE

City: GRANITE FALLS State: NC ZIP Code: 28630

PI F REF #: \_\_\_\_\_

**A.R.S.** TO ATTN: FRED SUPRY  
REMINGTON ARMS  
14 HOEFER AVE  
ILION NY 13357



UPS GroundTrac®

TRACKING NUMBER



1Z E13 390 06 5000 8009

UPS Authorized Return Service™

01118814

207W

BILLING: P/P  
ADULT SIGNATURE REQUIRED-MNL 2

REF: 457651910

Attention

**FRED SUPRY**

Model: \_\_\_\_\_



RE00073378

PS00061

**Remington Arms Company, Inc.**  
 INCORPORATED

Remington

S.V. No. \_\_\_\_\_

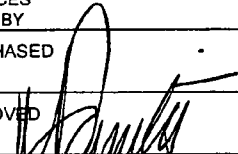
Remington

Order No. \_\_\_\_\_

 RECEIPTED EXPENSE BILL MUST  
 ACCOMPANY ALL CHARGES FOR  
 TRANSPORTATION

3. PED VIA \_\_\_\_\_ SELLER'S INVOICE NO. \_\_\_\_\_ DATE 12/4/03  
 3. ING WEIGHT \_\_\_\_\_ BOUGHT OF Bryan Keith Turner  
 F.O.B. \_\_\_\_\_ STREET AND NO. 526 Falls Avenue  
 \_\_\_\_\_ PER CENT \_\_\_\_\_ DAYS \_\_\_\_\_ DAYS NET \_\_\_\_\_ CITY AND STATE Granite Falls, NC 28630

QUANTITY	DESCRIPTION	AMOUNT
	To settle a pre-lit personal injury concern involving a	
	Remington Model 710 rifle. Reference Bryan Turner file in	
	Product Service and R&E #: 73378.	\$4250.00

CHARGE	MATERIAL OR SERVICES REC'D BY	PAID	AMOUNT OF BILL
8850050-230145	PURCHASED BY	DATE	\$4250.00
	APPROVED BY 	CHECK NO.	DISCOUNT
			NET
			\$4250.00

RECEIVED OF

REMINGTON ARMS CO.

**\$ Forty-two Hundred Fifty and 00/100's Dollars**

DATE \_\_\_\_\_

 SIGNATURE  
 OF PAYEE

**Remington Arms Company, Inc.**  
 INCORPORATED
Remington  
S.V. No. \_\_\_\_\_Remington  
Order No. \_\_\_\_\_
 RECEIPTED EXPENSE BILL MUST  
 ACCOMPANY ALL CHARGES FOR  
 TRANSPORTATION

ED VIA \_\_\_\_\_ SELLER'S INVOICE NO. \_\_\_\_\_ DATE 12/4/03

S... PING WEIGHT \_\_\_\_\_ BOUGHT OF Bryan Keith Turner

F.O.B. \_\_\_\_\_ STREET AND NO. 526 Falls Avenue

PER CENT \_\_\_\_\_ DAYS \_\_\_\_\_ DAYS NET \_\_\_\_\_ CITY AND STATE Granite Falls, NC 28630

QUANTITY	DESCRIPTION	AMOUNT
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	PURCHASED BY		DISCOUNT	
	APPROVED BY	CHECK NO.	NET	\$4250.00

RECEIVED OF

REMINGTON ARMS CO.

**\$ Forty-two Hundred Fifty and 00/100's Dollars**

 DATE \_\_\_\_\_ SIGNATURE  
 OF PAYEE \_\_\_\_\_

## RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS THAT I, Bryan Keith Turner ("Claimant"), for and in consideration of the compromise of disputed claims and upon the receipt of Four Thousand Two Hundred Fifty and 00/100's Dollars (US\$4250.00), the receipt of which is hereby acknowledged, for myself, my heirs and assigns, and my personal representatives, hereby voluntarily and knowingly RELEASE, ACQUIT AND FOREVER DISCHARGE Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc. (formerly Remington Arms Company, Inc.), their predecessors, successors, heirs and assigns, agents, servants, employees, officers, directors, shareholders and corporate, personal and litigation attorneys (together hereinafter "Releasees") of and from any and all claims, actions or causes of action, demands, damages (both actual and punitive), costs, judgments, debts, expenses, liabilities, attorneys' fees and legal costs, injunctive or declaratory relief, whether known or unknown, whether in law or in equity, whether in tort or contract, of any kind or character, including without limitation claims to recover damages for personal injuries, medical expenses, lost wages, loss of consortium, loss of society, or loss of earning capacity and from whatsoever cause arising or from whatsoever act or omission arising, which I now have, or might otherwise have, against the persons or entities released herein, arising from an incident that occurred on or about 11/18/2003, which accident I claim resulted in injuries to me, all to the end that all claims or matters that are, or might be, in controversy between me and Releasees are forever put at rest, it being my clear intention to forever discharge and release all my past, present, and future claims against Releasees for all consequences resulting or potentially to result from the aforementioned events.

I further agree that I will not disclose the settlement terms in any manner. This includes verbal, written, and electronic communication. The terms and conditions of this settlement are between the parties involved and are not to be disclosed to any newspaper, magazine, radio or TV reporters, posted to the Internet, or disclosed to any other individual.

I agree that Releasees admit no liability of any sort and nothing in this Release of All Claims should be construed in any way as an admission by Releasees of any responsibility for the accident, or for an alleged defect in said product, or that any such defect exists. I further agree that said consideration and settlement is the compromise of disputed and doubtful claims and is a FULL AND FINAL SETTLEMENT made to terminate further controversy in respect of all claims that I presently assert, or might have asserted, because of the events described herein. I acknowledge and understand that any injuries sustained by me are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite, and I agree that this compromise settlement shall apply to all unknown and unanticipated injuries and damages resulting from said accident, as well as those now disclosed.

I hereby warrant that I am over 18 years of age and that no representations about the nature or the extent of any claims, demands, damages, injuries or rights that I have, or may have, against Releasees have been made by Releasees or their representatives to me or to anyone acting on my behalf to induce me to execute this Release of All Claims, and I rely on no such representations.

I expressly waive, to the maximum extent allowed by law, the provisions of any state law seeking to limit the scope of a release, including but not limited to Section 1542 of the Civil Code of the State of California, or any similar law, which reads as follows:



"A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected settlement with the debtor."

If for any reason any provision or portion of this Release of All Claims shall be found to be void or invalid, then such provision or portion shall be deemed to be severable from the remaining provisions or portions of this Release of All Claims, and it shall not affect the validity of the remaining portions or provisions, which shall be given full effect as if the void or invalid provision or portion had not been included herein.

I, **Bryan Keith Turner**, have fully read and understood this Release of All Claims before signing my name, and I sign as my own free act. IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal.

**CAUTION -- READ BEFORE SIGNING**

Bryan Keith Turner (Sign)  
(Claimant or if under age 18, then parent or legal guardian)

Bryan Keith Turner [Printed name]  
(Claimant or if under age 18, then parent or legal guardian)

526 Falls Avenue  
Street Address  
Granite Falls, NC 28630  
City, State Zip Code

STATE OF North Carolina )  
COUNTY OF Caldwell )

On this 1 day of Dec, 2003, before me personally appeared Bryan Keith Turner to me known to be the person who executed the foregoing Release of All Claims, and acknowledged that he/she executed the same of his/her own free act and deed for the consideration set forth therein.

Melodie R Mathis  
Notary Public  
My Commission Expires: April 26, 2004

File Number:	19460	Arms Service number:	73378
Last Name:	TURNER	First Name:	BRYAN
Street:	526 FALLS AVENUE	City:	GRANITE FALLS
State:	NC	Zip:	28630
Home Ph:	828-386-7830	Product Type:	F A T O
Work Ph:		Concern Code:	1025
Type Concern:	PI	PI PD P S	
Concern:	UNEXPLAINED DISCHARGE FACE GUT		
Cause Code:	4040	Cause:	OTHER: UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPLY	Classification:	UND
Settlement Detail:	SENT ARS LABEL	UNJ UNC UND	
Date Opened Rem:		Settlement Amount:	\$0.00
Date of Incident:	11/8/2003	Date Opened by P/S:	11/10/2003
Date to Analysis:		Bullet Weight:	
Model:	710	Date Closed:	
Serial:		Date from Analysis:	
Manufacturer:		Date Mfgd:	
RAMAC:	710	Date Code:	
Custody:	OWNER	Litigation:	<input type="checkbox"/>
Comments:		Prelitigation:	<input checked="" type="checkbox"/>
Time of Modification:	1:16:35 PM	Obsolete:	<input type="checkbox"/>
Date of Modification:	11/10/2003	<p>Claims: new rifle being sighted in - Rifle was picked up by the butt stock off a pick up bed - rifle discharged causing a cut in the forehead. Bullet went through tool box, truck cab, shattered rear window, and damaged interior. Claims that the safety was on, and the trigger was very "touchy". He is returning to doctors today to have bandages changed. Sent letter and ARS label - Reached settlement agreement of \$4250.00 - Release sent 11/26/03.</p>	

PS00066

**Remington Arms Company, Inc.**  
Sporting Arms – Ammunition – Targets – Traps  
**Ilion, NY 13357**

25 November 2003

Bryan Keith Turner  
526 Falls Avenue  
Granite Falls, NC 28630

RE: Personal Injury and Property Damage Settlement  
Our file #: 73378

Dear Bryan:

We are glad that we were able to reach a mutually satisfactory settlement to your Model 710 concern. The settlement includes payment for the property damage for all damages involved in the incident, and payment for your injury. It also includes \$1000.00 for you to purchase a new rifle and scope. The model 710 rifle that you returned will be scrapped by Remington.

I have enclosed a release that needs to be signed, notarized and returned to my attention. Once I have the executed release, I will issue the paperwork needed to get you a check cut for \$4250.00.

It certainly has been a pleasure working with you to settle this concern. We wish you many years of enjoying the shooting sports. If you have any questions feel free to call me directly.

Sincerely,



Fred Supry  
Consumer Affairs Specialist  
Law Enforcement Training Instructor  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

315-895-3606  
[fred.supry@remington.com](mailto:fred.supry@remington.com)

## RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS THAT I, Bryan Keith Turner ("Claimant"), for and in consideration of the compromise of disputed claims and upon the receipt of Four Thousand Two Hundred Fifty and 00/100's Dollars (US\$4250.00), the receipt of which is hereby acknowledged, for myself, my heirs and assigns, and my personal representatives, hereby voluntarily and knowingly RELEASE, ACQUIT AND FOREVER DISCHARGE Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc. (formerly Remington Arms Company, Inc.), their predecessors, successors, heirs and assigns, agents, servants, employees, officers, directors, shareholders and corporate, personal and litigation attorneys (together hereinafter "Releasees") of and from any and all claims, actions or causes of action, demands, damages (both actual and punitive), costs, judgments, debts, expenses, liabilities, attorneys' fees and legal costs, injunctive or declaratory relief, whether known or unknown, whether in law or in equity, whether in tort or contract, of any kind or character, including without limitation claims to recover damages for personal injuries, medical expenses, lost wages, loss of consortium, loss of society, or loss of earning capacity and from whatsoever cause arising or from whatsoever act or omission arising, which I now have, or might otherwise have, against the persons or entities released herein, arising from an incident that occurred on or about 11/18/2003, which accident I claim resulted in injuries to me, all to the end that all claims or matters that are, or might be, in controversy between me and Releasees are forever put at rest, it being my clear intention to forever discharge and release all my past, present, and future claims against Releasees for all consequences resulting or potentially to result from the aforementioned events.

I further agree that I will not disclose the settlement terms in any manner. This includes verbal, written, and electronic communication. The terms and conditions of this settlement are between the parties involved and are not to be disclosed to any newspaper, magazine, radio or TV reporters, posted to the Internet, or disclosed to any other individual.

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I hereby warrant that I am over 18 years of age and that no representations about the nature or the extent of any claims, demands, damages, injuries or rights that I have, or may have, against Releasees have been made by Releasees or their representatives to me or to anyone acting on my behalf to induce me to execute this Release of All Claims, and I rely on no such representations.

I expressly waive, to the maximum extent allowed by law, the provisions of any state law seeking to limit the scope of a release, including but not limited to Section 1542 of the Civil Code of the State of California, or any similar law, which reads as follows:

**Arms Services Repair & Estimate System**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

### Repair Inquiry

Repair Number: **RE00073378** Serial: **71083414** Model: **710** Center Fire Caliber: **270 W/SCOPE** Repairman: **NEW** Status: **New 11/25/2003 2:05:58 PM**

**Address Information**

Customer: **BRYAN TURNER** Received From: **BRYAN TURNER**

Address 1: **526 FALLS AVE** Address 2: **526 FALLS AVE**

City: **GRANITE FALLS** PO Box:  City: **GRANITE FALLS** PO Box:

State: **NC** Zip Code: **28630** Country: **US** State: **NC** Zip Code: **28630** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing																
<table border="1"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> </tr> </thead> <tbody> <tr> <td>11/24/2003 11:11</td> <td>New</td> <td>franzj</td> <td>Repair Added</td> </tr> <tr> <td>11/25/2003 2:05</td> <td>Update</td> <td>brygidoww</td> <td>Repair information change</td> </tr> <tr> <td>11/25/2003 2:08</td> <td>Expedite</td> <td>brygidoww</td> <td>From: Check In</td> </tr> </tbody> </table>	Date	Code	User ID	Desc1	11/24/2003 11:11	New	franzj	Repair Added	11/25/2003 2:05	Update	brygidoww	Repair information change	11/25/2003 2:08	Expedite	brygidoww	From: Check In			<input type="checkbox"/> Shipping Hold <input type="checkbox"/> InterFace Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return As Received <input type="checkbox"/> Has been Approved <input type="checkbox"/> Internal Repair	<b>Current Status</b> <b>New</b> <b>11/25/2003 2:05:58 PM</b> <b>brygidoww</b> <b>Product Services</b> <b>Repair Location</b> <b>JEN</b> <b>Current Location</b> <b>JEN</b> <b>Transfer Number</b> <b></b>
Date	Code	User ID	Desc1																	
11/24/2003 11:11	New	franzj	Repair Added																	
11/25/2003 2:05	Update	brygidoww	Repair information change																	
11/25/2003 2:08	Expedite	brygidoww	From: Check In																	

**Repair Search** **Refresh** **Close**

Up: 11/25/2003 3:28 PM CAPS NUM INS ESCAL

Start | Sear... | Pser... | Cust... | DMS... | 3 Arm... | 3:28 PM

File Number:	19460	Arms Service number:	
Last Name:	TURNER	First Name:	BRYAN
Street:	526 FALLS AVENUE	City:	GARNITE FALLS
State:	NC	Zip:	28630
		Home Ph:	828-396-7830
Work Ph:		Product Type:	F A T O
Type Concern:	PI PD P S	Concern Code:	1025
Concern:	UNEXPLAINED DISCHARGE - FACIAL CUT		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND
Settlement Detail:	SENFARS LABEL	Settlement Amount:	\$0.00
Date Opened Rem:		Date Opened by P/S:	11/10/2003
Date of Incident:	11/8/2003	Date Closed:	
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	
		Date Code:	
RAMAC:	710		
Custody:	OWNER	Comments:	
Time of Modification:	1:16:35 PM		
Date of Modification:	11/10/2003		
<p>Litigation: <input type="checkbox"/> Prelitigation: <input checked="" type="checkbox"/> Obsolete: <input type="checkbox"/></p> <p>Claims: new rifle being sighted in - Rifle was picked up by the butt stock off a pick up bed - rifle discharged causing a cut in his forehead. Bullet went through tool box, truck cab, shattered rear window, and damaged interior. Claims that the safety was on, and the trigger was very "touchy". He is returning to doctors today to have bandages changed. Sent letter and ARS label.</p>			

PS00070

**Remington Arms Company, Inc.**

Sporting Arms – Ammunition – Targets – Traps

**Ilion, NY 13357**

10 November 2003

Bryan Turner  
526 Falls Avenue  
Granite Falls, NC 28630

RE: Personal Injury and Property Damage Concern

Dear Mr. Turner:

We certainly hope that your injury heals quickly and that you get back to enjoying the shooting sports. We were sorry to learn of the unfortunate incident that occurred while you were sighting in your new Model 710 rifle.

Enclosed you will find an ARS label for you to return the rifle to my attention for examination. We will try to determine what caused the incident that you experienced. Please include, inside the shipping package, a note with your name, address, telephone number, and a brief description of the incident. At some point we will also need a copy of your medical records, and a copy of the estimate for repairs to the truck.

Once we complete our examination, we will contact you to discuss our findings. I'm sure that we can work together to reach a mutually acceptable conclusion to this unfortunate incident. If you have any questions feel free to contact me.

Sincerely,



Fred Supry  
Consumer Affairs Specialist  
Law Enforcement Training Instructor  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

315-895-3606  
[fred.supry@remington.com](mailto:fred.supry@remington.com)

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: BRYAN TURNER

Company: \_\_\_\_\_

Street: 526 FALLS AVE

City: GRANITE FALLS State: NC ZIP Code: 28630

PI F

REF #: | | | | | | | | | | | | | | | | | | | | | |

**A.R.S.**

T  
O

ATTN: FRED SUPRY  
REMINGTON ARMS  
14 HOEFLER AVE  
ILION NY 13357



**UPS GroundTrac®**

TRACKING NUMBER



1Z E13 390 06 5000 8009

UPS Authorized Return Service™

01118814

2/87 VI



GroundTrac A.R.S. Tracking Number

1Z E13 390 06 5000 8009

REF #/DATE

PS00072



WAYNE V WILSON MD  
PO BOX 6115 HWY 127 NORTH  
CHICKORY NC 28603  
28/495-4445 Fax:828/

\*\*\*\*\*  
C H A R G E S  
\*\*\*\*\*

INVOICE #: 235640

DATE: 11/14/03

BILLED TO:

CRYSTAL K. TURNER ACCT #101726 POL#243194674 GRP#SF946  
526 FALLS AVENUE  
GRANITE FALLS, NC 28630

DATE	ICDA	CPT	DESCRIPTION	#	AMOUNT
11/14/03	724.2	99213	OFFICE VISIT ESTABLISHED LEVEL 3	1	60.00
SUB-TOTALS:					60.00

Stitches/Tape Removed 11/14/03

CURRENT VISIT TOTAL CHARGES:	\$	60.00
INSURANCE PORTION:	\$	60.00
CURRENT PATIENT PAYMENTS:	\$	-34.00
CURRENT INSURANCE PAYMENTS:	\$	-221.00
BALANCE CARRIED FORWARD:	\$	233.00
BALANCE AS OF 11/14/03	\$	38.00

Payment 33.00 07/21/03

W V WILSON MD  
9167 PR# 2188661F

TERMS NET 30 DAYS

PS00073

CHARGES/PAYMENTS

ITEMIZED STATEMENT

DATE: 11/10/2003

IRS#: 943429167

EMPLOYER: CT GROUP

WAYNE V WILSON MD

PO BOX 6115 HWY 127 NORTH

HICKORY NC 28603

828/495-4445 Fax: 828/

PATIENT: TURNER, BRYAN  
PATIENT: BRYAN K. TURNER 101726  
FALLS AVENUE  
WHITE FALLS NC 28630  
243-19-4674 POL#243194674  
E/INJ: GRP#SF946

HEALTH CARE SAVINGS  
4530 PARK RD, SUITE 110  
CHARLOTTE NC 28209

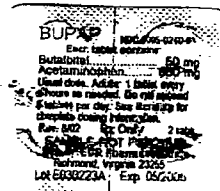
COMM-INS

DATE OF LAST BILL: 11/06/2003 PR# 2168661F ID# 68499

E	CPT	DESCRIPTION	* POS	TOS	#	AMOUNT
10/2003	99213	OFFICE VISIT ESTABLISHED LEVEL 3	11	1	1	60.00

Return Appt Friday 11/14 @ 10:30 am to have  
stitches removed from forehead. Was  
given samples of medication for effect  
from concussion every 4 hrs.

Butalbital 50mg  
Acetaminophan 650mg



FRMC - ALEXANDER CAMPUS  
Itemized Statement of Account

ient Account #: 002009215

Date: November 14, 2003

ient Last Name: TURNER  
First Name: BRYAN

Permanent Address: 526 FALLS AVENUE  
Permanent City: GRANITE FALLS  
Permanent State: NC  
Zip Code: 28630-0000

it Date: 2003/11/08  
charge Date: 2003/11/08

sician Name: BELL, JOSEPH

mary Insurance: HEALTH CARE SAVINGS Secondary Insurance: None

cription	Service Date	Quantity	Amount
RGENCY ROOM	2003/11/08	1	142.00
IRAL SUPPLY	2003/11/08	2	18.00
Total Charges			160.00

ance Due 160.00

\$160<sup>00</sup> to get my head sewed/taped up -  
- Bryan Turner

FRMC - ALEXANDER CAMPUS  
Itemized Statement of Account

Patient Account #: 002009215

Date: November 14, 2003

Patient Last Name: TURNER  
Patient First Name: BRYAN

Permanent Address: 526 FALLS AVENUE  
Permanent City: GRANITE FALLS  
Permanent State: NC  
Zip Code: 28630-0000

Date: 2003/11/08  
Discharge Date: 2003/11/08

Physician Name: BELL, JOSEPH

Primary Insurance: HEALTH CARE SAVINGS Secondary Insurance: None

Description	Service Date	Quantity	Amount
EMERGENCY ROOM	2003/11/08	1	142.00
CENTRAL SUPPLY	2003/11/08	2	18.00
Total Charges			160.00

Balance Due 160.00

\$160<sup>00</sup> to get my head sewed/taped up -  
- Bryan Turner

Bryan K. Turner  
526 Falls Avenue  
Granite falls, NC 28630  
828-396-7830

Mr. Fred Supry - Direct Line  
C/O Remington Firearms Company  
PO Box 700  
Madison, NC 27025  
1-336-548-8700

1-336-548-7801 (FAX)

1-800-243-9700  
1-315-895-3606  
14 Hoefler Avenue  
Ilion, NY 13357

RE: Remington Model 710 with scope recall, and resulting misfire thereof

Dear Mr. Supry,

I do appreciate you returning my call today, Monday, November 10, 2003. I would like to repeat what I stated over the phone. The safety was on. My friends can attest to that, they are the ones that sighted in the Remington Model 710 .270 caliber for me. I picked up the gun by the stock itself, and it fired. I was in shock. I can remember seeing pieces flying from the bed of Jimmy's Dodge pick-up truck, and I thought, "Oh God, I'm hit". It is a diesel model, long bed. The shell hit at an angle denting Jimmy's pick-up bed, and tearing a rubber bed liner, as I was lifting the firearm, and the round fragmented into several parts. Part of the round went into Jimmy's toolbox, leaving a hole, and denting the lid from the inside. Another splinter went through the front of Jimmy's pick-up bed, and went through the rear of the cab again. From there it appears to have splintered once more. It seems that part of this latter fragment is lodged in the rear seat of Jimmy's pickup, and the other fragment from this went upwards and out his rear split windshield. The gun recoil also caused me to sustain a open wound to my forehead, as enclosed, that required treatment at the nearby hospital in Taylorsville, NC. I have steri-strips that are to be worn through at least Friday, November 14, 2003, on my forehead right between my eyes of all things. At that time, Doctor Wilson will again see me as today during a follow-up (diagnosed concussion), clean the wound on my forehead, and redress at that time as enclosed. Doctor Wilson also gave me sample medication for this. I am furnishing you with the papers that I have at present. It may be some time before I get anything from Frye Hospital in Taylorsville, NC.

Also as I stated to you on the phone, from the day I got this model 710 out of layaway at Castle Sports Unlimited in Granite Falls, NC, I did not like how the trigger felt, or operated. The trigger is VERY touchy, nor does the safety feels right. Jimmy, and my friend John, noted this as well. It is also unfortunately noticed, this gun fires with the safety on, as well as off. I've been around guns all of my life and this has left me in shock, as well as that of my friends. I am a proud life member of the NRA. All I want is for things to be made right as you stated on our phone conversation. That is as follows as we talked of:

PS00077

Bryan K. Turner  
526 Falls Avenue  
Granite falls, NC 28630  
828-396-7830

Mr. Fred Supry - Direct Line  
C/O Remington Firearms Company  
PO Box 700  
Madison, NC 27025  
1-336-548-8700  
1-336-548-7801 (FAX)

1-800-243-9700  
1-315-895-3606  
14 Hoefler Avenue  
Ilion, NY 13357

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PS00078

ADVANCE AUTO PARTS  
 800-4-4250  
 701 North Mainline Ave  
 Raleigh, NC 27601  
 (829) 532-0511

11/11/2003 16106665 REC DE CREDIT 010  
 PA 1750023 1 # 69.99 69.99  
 6 MIL HEAVY DUTY 00411435

SUBTOTAL 69.99  
 LOCAL TAX 0.00  
 STATE TAX 4.90  
 TOTAL 74.89

CREDIT CARD PAYMENT  
 CHANGE DUE 74.89  
 0.00

NUSSBAUMER, JIM  
 706 KALIN RD  
 RALEIGH, NC 27601  
 (829) 635-3970

TRANSACTION #: 00894510  
 SALESPERSON #: 003

Card holder acknowledges receipt of  
 goods and/or services to the amount of  
 this check herein and agrees to pay-

\$74<sup>89</sup> to replace Mr. Nussbaumer's bed mat.

the right of the people to keep and bear arms shall not be infringed

NC LOCAL GOVERNMENT  
 EMPLOYEES FEDERAL CREDIT UNION  
 HICKORY, NC 28601

PROTECT YOUR RIGHT TO BEAR ARMS  
 NRA LIFE MEMBER

RIFLE 45 11/18 03

James Nussbaumer \$400.00  
 Four hundred

Partial Payment Damages Bryan Turner

253184537 01100812084 4485

Partial Payment to Mr. James Nussbaumer  
 Check 4485 received from Bryan Turner  
 11/18/03 for damages to pick-up caused  
 by faulty Model 710 Remington Rifle.  
 Jimmy had to spend \$500 + dollars of his  
 house payment, so I had to repay him as  
 much as possible.

Bryan Turner

ADVANCE AUTO PARTS  
 805 E. 4650  
 781 North Lincoln St  
 TAYLORVILLE, NC 28681  
 (828) 633-5831  
 11/11/2003 16:56:06 NEW PC CARRIER 010  
 PH 1750023 1 4 69.99 69.99  
 6 MIL. REMOV. DUT 684116.35  
 SUBTOTAL 69.99  
 LOCAL TAX 0.88  
 STATE TAX 4.98  
 TOTAL 74.89  
 CREDIT CARD PAYMENT 74.89  
 CHANGE DUE 0.00  
 NUSSBAUMER, JIM  
 745 K AIR RD  
 TAYLORVILLE, NC 28681  
 (828) 633-5831  
 TRANSACTION # 00094510  
 SALESPERSON # 003

Card holder acknowledges receipt of  
 goods and/or services in the amount of  
 Total shown hereon and agrees to pay-

\$74<sup>89</sup> to replace Mr. Nussbaumer's bed mat.

4485

NOV 18 2003

PAID TO THE ORDER OF James Nussbaumer \$400.00

Four hundred

NC LOCAL GOVERNMENT EMPLOYEES FEDERAL CREDIT UNION  
 HICKORY, NC 28601

PROTECT YOUR RIGHT TO BEAR ARMS  
 NRA LIFE MEMBER

Partial Payment Damages Bryan Turner

⑆253184537⑆ 01100812084⑆ 4485

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 Check 4485 received from Bryan Turner  
 11/18/03 for damages to pick-up caused  
 by faulty Model 710 Remington Rifle.  
 Jimmy had to spend \$500 + dollars of his  
 house payment, so I had to repay him as  
 much as possible.

Bryan Turner





# estimate



## ALLEN'S BODY SHOP

1661 Goble Rd.  
HIDDENITE, NC 28636  
(828) 632-1831

NAME Jim Nussbaumer		PHONE		DATE 11-10-03
STREET		CITY		
YEAR 2001	COLOR Burg	MAKE Dodge	MODEL TK	
REGISTRATION NO.		SERIAL NO.	ODOMETER	ESTIMATE PREPARED BY
INSURANCE CO.			ADJUSTOR	

[illegible]

The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been started. Occasionally, worn or damaged parts are discovered which may not be evident on the first inspection. Cause of this, the above prices are not guaranteed. Quotations for parts and labor are current and subject to change.

**AUTHORIZATION FOR REPAIR.** You are hereby authorized to make the above repairs:

SIGNED: \_\_\_\_\_

DATE.

TOTAL PARTS .....	\$	_____
TOTAL LABOR .....	\$	_____
TOTAL REFINISH .....	\$	_____
TOTAL SUBLET .....	\$	_____
TAX .....	\$	_____
	\$	_____
TOTAL .....	\$	400 <sup>00</sup>

Estimate of cost to repair the bed  
of Mr. Nussbaumer's Pick-up \$400<sup>00</sup>

For Fast and Friendly Service, Come In

PS00083

Your Mailing & Business Service Center



Fed



Victor Fisher  
Gateway Plaza Shopping Center  
2359 US Hwy. 70 SE  
Hickory, NC 28602-4732  
(828) 325-8333  
Fax: (828) 325-8334

Qwik Pack & Ship  
2359 US Hwy 70 SE  
Hickory, NC 28602-4732  
(828)325-8333  
Fax: (828)325-8334

Bubble Wraps	3.75 TX
Peanuts	1.00 TX
SUBTOTAL	4.75
TAX:	
State Tax on 4.75	0.22
County Tax on 4.75	0.12
TOTAL	5.09
TEND Cash	5.09

11/11/2003

#8

11:41 AM

Charge for packing  
the Remington 710 Rifle  
- Bryan Turner



Bryan Keith Turner  
526 Falls Avenue  
Granite Falls, NC 28630  
828-396-7830

Settled for  
\$4250.00

Bryan K. Turner  
526 Falls Avenue  
Granite falls, NC 28630  
828-396-7830

Mr. Fred Supry - Direct Line - 1-315-895-3606  
C/O Remington Firearms Company  
PO Box 700  
Madison, NC 27025  
1-336-548-8700

Remington Firearms Company  
14 Hoefler Avenue  
Ilion, NY 13357

RE: Remington Model 710 with scope recall, and resulting misfire thereof

Dear Mr. Madison,

I do appreciate you returning my call today, Monday, November 10, 2003. I would like to repeat what I stated over the phone. The safety was on. My friends can attest to that, they are the ones that sighted in the Remington Model 710 .270 caliber for me. I picked up the gun by the stock itself, and it fired. I was in shock. I can remember seeing pieces flying from the bed of Jimmy's Dodge pick-up truck, and I thought, "Oh God, I'm hit". It is a diesel model, long bed. The shell hit at an angle denting Jimmy's pick-up bed, and tearing a rubber bed liner, as I was lifting the firearm, and the round fragmented into several parts. Part of the round went into Jimmy's toolbox, leaving a hole, and denting the lid from the inside. Another splinter went through the front of Jimmy's pick-up bed, and went through the rear of the cab again. From there it appears to have splintered once more. It seems that part of this latter fragment is lodged in the rear seat of Jimmy's pickup, and the other fragment from this went upwards and out his rear split windshield. The gun recoil also caused me to sustain a open wound to my forehead, as enclosed, that required treatment at the nearby hospital in Taylorsville, NC. I have steri-strips that are to be worn through at least Friday, November 14, 2003, on my forehead right between my eyes of all things. At that time, Doctor Wilson will again see me as today during a follow-up (diagnosed concussion), clean the wound on my forehead, and redress at that time as enclosed. Doctor Wilson also gave me sample medication for this. I am furnishing you with the papers that I have at present. It may be some time before I get anything from Frye Hospital in Taylorsville, NC.

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PS00085

My gun repaired, the stock reblued from the fragmentation, and the necessary repairs/replacements made not just to my Remington Model 710, but for Jimmy's truck to be repaired, and I am trying to reach him through John, at 828-234-1145 (cell number), or home at 828-313-0988, (I do not know Jimmy's number, but John does, and Jimmy is to be getting the actual estimates to me), and finally, those medical bills for me paid and refunded that I have paid so far. If any reimbursement for mental harm is paid, that is your call here (from resulting dizziness, headache, pain from the hit, steri-strips w/medications and medical visits), but I would so love to have a "Real Tree Hardwood Stock TM" on it, and I would pay for it only if it absolute need be the case. I just ask that you work with me, since I have been on disability for right near 2 years now if I "may" have to pay for this replacement stock (in all honesty, the standard machine tool gray stock is butt-ugly). I am a very fair individual to work with Mr. Supry, and I am not one to be "sue happy". I just want things here to be made right, nothing more. I understand well things go wrong at times. Personally, I hate these anti-gun lobbyists, which try to take away our 2<sup>nd</sup> Amendment Rights as outlined in the Constitution of the United States of America. What a bunch of morons they are for not truly understand the 2<sup>nd</sup> Amendment, if it wasn't for a well armed military, and public, then our great country may have very well been invaded ages ago. God Bless America!

Well, I've said all I have to say here. I hope you understand what I am trying to say here. This is what happened. Finally, I hope Remington continues to manufacture quality firearms now, and in the future, plus supports organizations such as the NRA.

Sincerely,

Bryan K. Turner  
1 copy of 2



*Enclosures*

C. NAME	DATE	TIME	MODE OF ARRIVAL	PHYS. #	ATTENDING PHYSICIAN	MEDICAL RECORD #	PRIMARY PHYSICIAN	FC
215	11/8/03		POV	5061	Bell	7871		
ST NAME	FIRST NAME	MIDDLE I	AGE	DATE OF BIRTH	SEX	MAR. STATUS	RACE	HEARING IMP. (Y/N)
Turner,	Bryan		41	3-10-62	M	5	1	
E.R. REP.								

**EMERGENCY CARE INSTRUCTIONS TO PATIENTS.** The examination and treatment you have received in the Emergency Department has been rendered on an EMERGENCY basis ONLY and is intended to be a substitute for or an effort to provide COMPLETE medical care. Your primary care physician should receive a copy of your records and test reports. It may be important that let him check you again and that you report to him any new or remaining problems at that time. This is necessary because it is IMPOSSIBLE to recognize and treat ALL elements of illness or y in a single Emergency Department visit. If you are not better, if you become worse, or if new symptoms appear, you should seek further care either at the Emergency Department or with regular doctor.

**INSTRUCTIONS**

our X-Rays have been read by the attending physician in the Emergency Dept. For our added protection, your X-Rays will be reread the next morning by Radiology Dept. If any abnormalities are found that require a change in your treatment, you or our doctor will be called. (Please be certain that the Emergency Dept. has a phone number where you can be reached.) Sometimes fractures or abnormalities may not show up on X-rays for several days. If your symptoms continue or get worse, call your doctor. More X-rays may need to be taken.

**INJURY INSTRUCTIONS**

Worsening headache, persistent vomiting, stiff neck, fever, confusion or unusual lowness, convulsions or unconsciousness, clumsiness or other problems with normal use of arms or legs, or areas of skin numbness. Unless otherwise instructed, use only Tylenol for pain. Waken patient every \_\_\_\_\_ hours for the next \_\_\_\_\_ hours to check the above. You should report to a doctor immediately if anything listed occurs.

**AIN, FRACTURE & SEVERE BRUISES**

Elevate the injured part above level of heart to lessen swelling. Ice packs also help prevent swelling, especially during the first 48 hours. Place ice in plastic or rubber bag, cloth covering. Wear both layers (soft white padding and Ace wrap) of your foot/ankle dressing when your foot is hanging down. When your foot is elevated, remove both layers and apply ice to the areas that are swollen or painful. ☐ Wear splint for \_\_\_\_\_ days. Rewrap the dressing if it is too tight or loose. Use warm soaks for \_\_\_\_\_ minutes, \_\_\_\_\_ times a day. Use crutches and do not bear weight on affected leg. Rise from lying or sitting positions slowly.

**ER**

Drink extra liquids. ☐ Take Tylenol every 4 hours or as directed (use up \_\_\_\_\_ times if nauseated). Or \_\_\_\_\_ above 103 degrees, sponge child with lukewarm water and allow water to evaporate. Repeat as necessary.

**PIRATORY INFECTIONS AND CHEST INJURIES**

Use vaporizer or humidifier. ☐ No cigarette smoking. \_\_\_\_\_ and deep breathe every hour. \_\_\_\_\_ again for sudden increase in chest pain or shortness of breath, or evidence of pneumonia (fever, chills, etc.)

**SEA, VOMITING, OR DIARRHEA**

Drink clear liquids, beginning with small amounts, until your symptoms improve. Clear liquids include soft drinks, Jell-O, Kool Aid, Gatorade, coffee, tea, Pedialyte, or clear broth.

If symptoms continue and your urine production markedly decreases, see your doctor.

**WOUND CARE (CUTS, ABRASIONS, BURNS, ETC.)**

Keep the dressing clean at all times. \_\_\_\_\_ completely dry for 48 hrs despite the greatest care, any wound can become infected. If your wound becomes red, swollen, shows pus or red streaks, or feels more sore instead of less sore as days go by, you must report to a doctor right away. Clean wound \_\_\_\_\_ 2 times a day. Soap + H<sub>2</sub>O begin 4/10 Dressing should be changed in \_\_\_\_\_ days. Keep the wound dry for \_\_\_\_\_ days. If the dressing gets wet, change it immediately; do not allow a wet dressing to remain on the wound.

Diphtheria-tetanus given. ☐ Stitches out in \_\_\_\_\_ days. Keep cut moist with Neosporin ointment. Apply every 8 hours.

**KEY STONES**

See your doctor immediately if you have: fever, chills, pain the medicine will not control or vomiting up the medicine and having pain. Strain through the strainer. Save any stones and take them to your physician.

If you are not nauseated, drink as much liquid as possible.

**CAUTIONS**

One of your medicines may make you sleepy, please don't drive or operate machinery until you see if you are too sleepy to do so safely.

**BLOOD PRESSURE**

Our blood pressure is \_\_\_\_\_. This is elevated. Please have it rechecked by your family physician.

**CAP**

You have persistent pain in your eye, yellow-green discharge, loss of vision or persistent sensation of something in your eye, return or see your physician.

Keep patch for \_\_\_\_\_ hours. Don't blink under patch and don't drive when wearing patch.

**FOLLOW-UP INSTRUCTIONS**

See Dr. \_\_\_\_\_ in \_\_\_\_\_ days if not well or improved. Take all medicines with you. Be seen sooner if you get markedly worse.

Take your X-rays with you to your follow-up appointment. Check out the X-rays at the X-ray department on the day of your appointment.

Return to Emergency Dept. in \_\_\_\_\_ days for recheck.

Return on \_\_\_\_\_ for

**ADDITIONAL INSTRUCTIONS:**

Tylenol / Advil for pain

I hereby acknowledge receipt of all the instructions indicated above. I understand that I have received EMERGENCY treatment only and that I may be released before all my medical problems are known or treated. I will arrange for follow-up care as indicated above. I understand that if my condition worsens or new symptoms appear, I should contact my Doctor immediately or return to the Emergency Department.

X. Bryan K. Turner  
Patient or guardian signature  
K. Reckon, RN / Pt. voiced understanding

**EMERGENCY SERVICES**

**FRYE REGIONAL MEDICAL CENTER/ALEXANDER CAMPUS**

326 3rd Street SW, Taylorsville, NC 28681 - Phone 828-635-4200

PATIENT \_\_\_\_\_ DATE \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
PHONE \_\_\_\_\_

	MG/CC	QUAN	REFILLS
1 Rx			0 1
			2 3
2 Rx			0 1
			2 3
3 Rx			0 1
			2 3

CHARGES/PAYMENTS

ITEMIZED STATEMENT

DATE: 11/10/2003

SURED: TURNER, BRYAN  
TIENT: BRYAN K. TURNER 101726  
3 FALLS AVENUE  
ANITE FALLS NC 28630  
#243-19-4674 POL#243194674  
TE/INJ: CRP#SF946

IRSH: 943429167

EMPLOYER: CT GROUP

: HEALTH CARE SAVINGS  
4530 PARK RD, SUITE 110  
CHARLOTTE NC 28209

WAYNE V WILSON MD  
PO BOX 6115 HWY 12/ NORTH  
HICKORY NC 28603  
818/495-4445 Fax: 828/

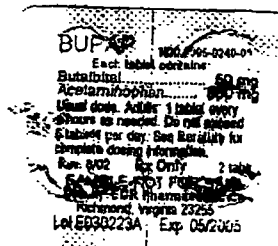
: COMM-INS

OF LAST BILL: 11/06/2003 PR# 2188661F ID# 86499

TE	CPT	DESCRIPTION	* POS	TOS	#	AMOUNT
11/10/2003	99213	OFFICE VISIT ESTABLISHED LEVEL 3	11	1	1	60.00

Return Appt Friday 11/14 @ 10:30 am to have  
stitches removed from forehead. Was  
given samples of medication for effect  
from concussion every 4 hrs.

Butalbital 50mg  
Acetaminophan 650mg





From:

Fred Supry

56528

Remington Arms  
Illon, NY 13357

315-895-3606

Date

710

1st time  
sighting in

270

~~Bryan~~ <sup>Bryan</sup>

TURNER

828-396-7830

Reeched down picked up  
by stock. DR.

- Pickup damaged

Personal injury

Cut forehead

(41)

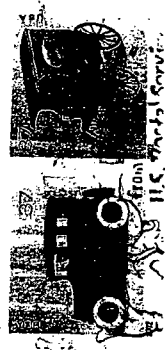
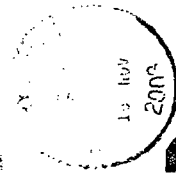
Bryan Turner

526 Falls Ave

Grant Falls, NC

28630

Mr. Bryan Turner  
528 Falls Ave.  
Charlotte Falls, NC 28030-9642



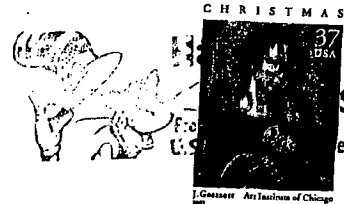
Remington Arms Company  
Attn: Mr. Fred Supry  
14 Hoefler Avenue  
Ilion, NY 13357

13357+1B16

PS00090



Mr. Bryan Turner  
528 Falls Ave.  
Granite Falls, NC 28630-0042



PS00091

Remington Arms Company  
14 Hoefler Avenue  
Ilion NY 13357

Attn: Fred Supry

13357+1888 08



Mr Bryan Turner  
526 Falls Ave  
Granite Falls, NC 28630



Remington Firearms Company  
Attention = Mr. Fred Supry  
14 Hoefler Avenue  
Ilion, NY 13357

13357+1816



WAL-MART #01-2782  
M1110 F06C

2003  
72131



# TRACKING DOCUMENT

Repair Order Number



<b>Repair Order Number</b> RE00072131	<b>Description/Serial Number</b> 71059545 REPLACEMENT 71143233	<b>Repairman -</b> Chuck Dekanek
<b>Account # - R-</b>	<b>Model 710 Center Fire Caliber: 270</b> W/SCOPE	<b>Date Received -</b> 10/31/2003
<b>Customer</b> ALLISON AND CAREY GUN WORKS INC 17311 SE STARK PORTLAND, OR 97233 US		<b>Estimate Date -</b> <b>Current Date -</b> 11/20/2003
<b>Phone (H)</b> <b>Phone (W)</b>		<b>Return To</b> WAL MART STORE 01 2782 2745 AMERICAN LEPION BLVD MOUNTAIN HOME, ID 83647 US
		<b>Fax</b> <b>Email</b>

Reported		Problems		Found	
M123	FORWARD TO PRODUCT SERVICE			M123	FORWARD TO PRODUCT SERVICE F
	FOR INSPECTION				
M992	FIRED ON ITS OWN				

Material #		MaterialDesc	Repair				Warranty
			Quantity Needed	Quantity From Inv	Quantity From Kit		(Y/N)
Service							
4000104		ARMS SERV SHIPPING & HANDLING	0	0	0		Y
4000254		GR-FIREARM REPLACEMENT	1	1	0		Y
Service Total:			1	1	0		

<b>ProblemNotes</b>	Fired on bolt closing,unable to duplicate.Supply replacement M/710 270 cal RAMAC 7408.DJS 10/31				
<b>Repairman</b>	<b>Proof</b>	<b>Clean</b>	<b>Test</b>	<b>Target</b>	<b>Pattern</b>
<b>Gallery Tester</b>	<b>Date</b>	<b>Date</b>	<b>Date</b>	<b>Date</b>	<b>Date</b>

PS00093

File Number:	19453	Arms Service number:	72131
Last Name:	WALMART #012782	First Name:	
Street:	2745 AMERICAN LEGION BLVD	City:	MOUNTAIN HOME
State:	ND	Zip:	58647
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1008
Type Concern:	S	Pl PD P S	
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SANTIA	Classification:	UND UNJ UNC UND
Settlement Detail:	NEW RAMAC 7408 N/C	Settlement Amount:	\$135.52
Date Opened Rem:	10/31/2003	Date Opened by P/S:	11/11/2003
Date of Incident:		Date Closed:	11/7/2003
Date to Analysis:		Date from Analysis:	
Model:	740	Serial:	71059545
RAMAC:	710	Date Code:	KW
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	4:19:02 PM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	11/7/2003	Obsolete:	<input type="checkbox"/>
Comments: Unable to duplicate concern. Supply replacement RAMAC 27408 n/c. Scrap old rifle return scope and magazine box to DJS			

Serial  
Number:

71059545

Model: 710



RE00072131

10/31/03

Fired on belt

Chung

Unable to duplicate

Date

Code KW

May 01, 2002

Supply replacement

M/710 270 cal (7408)

SCRAP OLD 710

Return Scope & Mag Box

TO Dennis Sanita,

FLS 11/2/03

KW# \_\_\_\_\_

Chung 230145

Sup SN# 71059545

PS00095

**WAL-MART**  
**NOTIFICATION OF CLAIM**  
 702 SW 8th Street  
 Bentonville, Arkansas 72716-8003

FOR INTERNAL USE ONLY


TO: ALLISON CAREY GUN WORKS  
17311 S.E. STARK  
PORTLAND, OR 97233

STORE NO. 2782	DEPT. NO 09	CLAIM DATE 9/30/03
-------------------	----------------	-----------------------

LINE A	P.O. NUMBER	INVOICE DATE	INVOICE NO.
		/ /	
(PRINT CLEARLY)			

**For type (1) only: use claim date as invoice date,  
claim number as invoice number.**

1. This form can only be used to chargeback the Vendor for a) Errors on the invoicing of ship and bill (direct from vendor) merchandise. b) For inner carton concealed shortages on damages. c) For return of merchandise to the Vendor or d) For any authorized Vendor chargeback.
2. Complete **All** information on this form. Claims that are **Not** for Return Merchandise must have P.O. Number, Invoice Date and Invoice Number correctly entered.

<b>(1)</b>  <b>MDSE. RETURN</b> <small>(Code 93)</small>	Defective <input type="checkbox"/> Recall <input type="checkbox"/> Overstock <input type="checkbox"/> Repair & Return <input checked="" type="checkbox"/> Other <input type="checkbox"/>	Authorization No. _____ Other Authorization _____ No Vendor Response _____	Carrier _____ Mailer _____ U.P.S. No. _____ Return Date ____/____/____ A.O.D. # _____ <div style="text-align: right;"><small>(\$25 Minimum)</small></div>
--	--	--	---

(2) ☐ Freight Bill signed short or damage  
(Code 24)

**MUST BE COMPLETED** →

Cases Received \_\_\_\_\_ Carrier \_\_\_\_\_

\*Cases Per Frt. Bill \_\_\_\_\_ \*Freight Bill No. \_\_\_\_\_

(3) ☐ Invoiced But Mdsd. not received (Vendor to send P.O.D.) (Code 25)
 (4) ☐ CONCEALED SHORTAGE (SEE BELOW) (Code 21)
 (5) ☐ PRICE OVERCHARGE (Code 11)
 (6) ☐ INCORRECT FREIGHT (Code 47)
 (7) ☐ OTHER (Code 90)

**VENDOR:** A debit to your account has been made for the reason indicated → ☐ ONE REASON PER CLAIM

[illegible]

**10% HANDLING CHARGE (DEFECTIVES ONLY)**

**TOTAL RETAIL** →

FROM:  
Wal-Mart Store #01-2782  
2745 American Legion Blvd.  
Mountain Home, ID 83647

(STORE STAMP)

\*OTHER

TOTAL DEDUCTION

← **TOTAL COST**

**NOTE:** A Concealed Shortage is the difference between a Vendor's Packing Slip and that which is counted. All concealed shortages must be verified.

CONCEALED SHORTAGE VERIFIED BY

PREPARED BY Gina East / Main

**STORE MANAGER**

WMA-16  
REV. 11-94

**TO VENDOR WITH MDSE**

PS00096





Jochem, Robert 2003  
11/10

PS00097

# Remington.

## TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00062950	Description/Serial Nber 71033466	Repairman - Robert Frink Date Received - 3/17/2003
Account # - R-	Model 710 Center Fire liber: 270 W/SCOPE	Estimate Date - Current Date - 3/24/2003
Customer ROBERT YOCHER 354 WEST 6TH STREET  WEST WYOMING, PA 18644 US		Return To REMINGTON ARMS CO INC ATTN: MIKE KEENEY 315 WEST RING ROAD ELIZABETHTOWN, KY 42701 US
Phone (H) Phone (W)	Fax Email	

Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F
M992	WILL FIRE WHILE LOADING		

Material #	MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Service 4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	Y
Service Total:		0	0	0	

ProblemNotes      Could not duplicate - Agreed to refund.  
Rifle being sent to R&D at Elizabethtown.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00098

**Sanita, Dennis J.**

---

**From:** Keeney, Mike  
**Sent:** Friday, March 28, 2003 11:28 AM  
**To:** Sanita, Dennis J.  
**Subject:** RE: Model 710 serial number 71033466

Dennis,  
I have reviewed and inspected the 710 and could not find anything that would cause it to fire on closing. I was also not able to duplicate the claim. The gun is shipping today, to your attention.

Thanks  
Mike

-----Original Message-----

**From:** Sanita, Dennis J.  
**Sent:** Tuesday, March 18, 2003 7:36 AM  
**To:** Keeney, Mike  
**Subject:** Model 710 serial number 71033466

I could not duplicate any of the customers concerns, sending rifle with copy of customer letter to your attn.  
Rifle is our property, I refunded per earlier agreement.

A handwritten signature, possibly 'Mike', followed by the alphanumeric code 'R-62950'.

File Number:	18800	Arms Service number:	62950
Last Name:	VOCHEN	First Name:	ROBERT
Street:	354 WEST 6TH STREET	City:	WEST WYOMING
State:	PA	Zip:	16644
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1040
Type Concern:	Pl PD P S	Concern Code:	1040
Concern:	OTHER UNSPECIFIED OR UNDETERMINED		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SANTA	Classification:	UND
Settlement Detail:	AGREED TO REFUND	UNJ UNC UND J	
Date Opened Rem:	8/10/2003	Date Opened by P/S:	8/10/2003
Date of Incident:		Date Closed:	3/18/2003
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	7083493
RAMAC:	710	Date Code:	
Custody:		Date Mfgd:	10/8/2001
Time of Modification:	8:46:16 AM	Manufacturer:	REM
Date of Modification:	3/18/2003	Caliber:	270
		Bullet Weight:	
		Settlement Amount:	\$375.29
		Litigation:	
		Prelitigation:	
		Obsolete:	

Could not duplicate customer concerns, ship rifle to R&D Mike Keeney for evaluation after now, out properly.

March 10, 2003

In regards to: Our phone conversation on March 10th 2003 at 9:30 Am

~~Remington Arms Co.~~  
Remington Arms Co.  
14 Hoefler Ave  
Elion NY 13357

Dear Sir:

SUBJECT: REFUND OF MONIES DUE TO THE PURCHASE OF A DEFECTIVE MODEL 710  
BOLT ACTION RIFLE.

The rifle you are receiving will fire when you attempt to load another cartridge into the chamber to ready it for the second shot. Since you cannot engage the safety after firing the weapon unless you open the bolt please use extreme caution. Thank you for refunding my purchase price of the firearm as I don't believe after my close call of severe injury I would enjoy hunting with even a supposed fixed version. Please mail refund to address on bottom of letter.

Thank you,

*Robert Yochem*

Robert Yochem

Enclosure (1)

Serial  
Number:

71033466

Model: 710



RE00062950

3/18/03

*Could not duplicate - Appraiser*

*Send mfr to RFD*

1. Refunding

2. Ship mfr to:

*MIKE KEENEY*

*Remington Arms Co*

*315 West Ring Road*

*Elizabethtown, KY*

*42701*

3. Close Repair

*1040  
4040*

354 WEST 6TH ST  
WEST WYOMING PA 18644

PS00101

*Chase 230145*

**Remington Arms Company, Inc.**  
**INCORPORATED**

Remington  
S.V. No. \_\_\_\_\_  
Remington  
Order No. \_\_\_\_\_

RECEIPTED EXPENSE BILL MUST  
ACCOMPANY ALL CHARGES FOR  
TRANSPORTATION

ED VIA \_\_\_\_\_ SELLER'S INVOICE NO. \_\_\_\_\_ DATE 3-18-03

SHIPPING WEIGHT \_\_\_\_\_ BOUGHT OF Robert Yochem

F.O.B. \_\_\_\_\_ STREET AND NO. 345 West 6<sup>th</sup> Street

PER CENT \_\_\_\_\_ DAYS \_\_\_\_\_ DAYS NET \_\_\_\_\_ CITY AND STATE West Wyoming, Pa. 18644

QUANTITY	DESCRIPTION	AMOUNT	
	To refund Model 710 purchase cost	375	.29
	Serial number 71033466 ret'd to Remington on RE00062950		
	In settlement of claim		
CHARGE	MATERIAL OR SERVICES REC'D BY	PAID	AMOUNT OF BILL
3850050-230145	PURCHASED BY	DATE	DISCOUNT
	APPROVED BY	CHECK NO.	NET
			\$375.29

RECEIVED OF

REMINGTON ARMS CO.

**\$Three Hundred Seventy Five Dollars-----.29**

DATE \_\_\_\_\_

SIGNATURE  
OF PAYEE


# WAL★MART

ALWAYS LOW PRICES. ALWAYS WAL-MART.

*Always.*

WE SELL  
FOR LESS  
MANAGER JODY DOYLE  
( 570 ) 883 - 9400  
PITTSBURGH, PA

ST# 2543	OP# 00000622	TE# 77	TR# 01271
PROCESSING F	070538873547	2.00	H
GUN PERMIT	068113142347	3.00	H
BOLT RIFLE	004770027408	349.33	J
SUBTOTAL		354.33	
TAX 1	6.000 %	20.96	
TOTAL		375.29	
CASH TEND		380.00	
CHANGE DUE		4.71	

# ITEMS SOLD 3

TC# 4859 3734 6483 4892 6360 0



THE PRINCESS DIARIES, DECEMBER 18!  
12/04/01 18:16:25

*Copies*

PS00103

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

### Repair Inquiry

Repair Number: **RE00062950** Serial: **74033466** Model: **740** Barrel: **High** Caliber: **12** Report: **240W/SQB** Status: **NEW/3/17/2003 11:40:35 AM**

**Business Information:**

Customer: **ROBERT YOCHER** Received From: **REMINGTON ARMS CO INC** Return To: **REMINGTON ARMS CO INC** Received From:

Address 1: **354 WEST 6TH STREET** Address 2: **14 HOEFLE AVE** PO Box:  PO Box:

City: **WEST WYOMING** State: **WY** Zip Code: **83414** Country: **US** City: **ILION** State: **NY** Zip Code: **13357** Country: **US**

FPL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
3/12/2003 11:16	New	franzj	Repair Added	New
3/17/2003 9:52:1	Update	BRYGIDOWW/r	Repair information change	3/17/2003 11:40:35 AM
3/17/2003 11:40	Update	BRYGIDOWW/r	Repair information change	BRYGIDOWW/r
				Check In
				Repair Location
				ILION
				Current Location
				ILION
				Transfer Number

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has Been Approved ☐ Internal Repair ☐

Repair Search

Entered: 3/18/2003 7:09 AM PC: PSY INQUIRY INS: SCRL

start | Inbox - Microsoft Out... | Arms Services Repair ... | 7:09 AM



File Number:	20699		Arms Service number:	88471	
Last Name:	GARRETTSON'S SPORT CENTER		First Name:		
Street:	3817 W 10TH STREET		City:	GREELEY	
State:	CO	Zip:	80634	Home Ph:	
Work Ph:	970-353-8068	Product Type:	F	F A T O	
Type Concern:	S	PI PD P S	Concern Code:	1040	
Concern:	OTHER UNSPECIFIED OR UNDETERMINED				
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED		
Assigned To:	SUPRY	Classification:	UNC	UNJ UNC UND J	
Settlement Detail:	REPAIR AS NEEDED AT N/C		Settlement Amount:	\$65.00	
Date Opened Rem:	12/1/2004	Date Opened by P/S:	12/1/2004	Caliber:	
Date of Incident:		Date Closed:	12/2/2004	Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	REM
Model:	710	Serial:	71031387	Date Code:	
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:	<input type="checkbox"/>
		Obsolete:	<input type="checkbox"/>		
Custody:		Comments:	Could not duplicate the reported concern. Repair as needed at n/c		
Time of Modification:	8:29:41 AM				
Date of Modification:	12/2/2004				

PS00105

## PURCHASE ORDER

VENDOR:

REMINGTON ARMS: ATTN: CONSUMER REPAIR  
14 HOEFER AVE  
ILION, NY 13357-1816

Vendor Phone No. \_\_\_\_\_

SHIP TO:

Garretson's Sport Center  
3817 W. 10<sup>th</sup> Street  
Greeley, CO 80634  
970-353-8068

ORDERING  
MEMBER OR  
MARK FOR:

ORDER DATE

SHIP DATE

11/16/2004

CANCEL IF NOT SHIPPED BY (#3)

PAYMENT TERMS

FRT. PROPOSITION

SHIP VIA



Invoices for Assured Payment Program orders ONLY should be mailed to Nation's Best Sports, Inc., 4216 Hahn Blvd., Fort Worth, TX 76117. Agent for the purpose of remitting to Vendor amounts collected from the herein named Ordering Member. INVOICES FOR ALL OTHER MEMBER ORDERS SHOULD BE BILLED AND MAILED DIRECTLY TO THE ORDERING MEMBER.

AD ALLOWANCE

REBATE

PURCHASE ORDER NO.

274709

every invoice & package  
must show member name  
and this order number.

MEMBER P.O. #

Page

Of

- ☐ CONFIRMATION ONLY  
☐ ORDER PLACED BY PHONE  
☐ ORDER PLACED WITH REP.  
☒ ORDER MAILED  
☐ ORDER PLACED WITH:

VENDOR STOCK NO.	DESCRIPTION / COLOR / SIZE - ORDERED MERCHANDISE	QUANTITY ORDERED	UNIT COST	TOTAL	DATE RECEIVED	DEPT.	CODE	UNIT RETAIL
	GENTLEMEN, PLEASE FIND ENCLOSED REMINGTON 710 S/N #: 71031387. THIS RIFLE WILL FIRE WITHOUT PULLING THE TRIGGER & IS DANGEROUS TO CARRY. PLEASE REPAIR & RETURN AS SOON AS POSSIBLE.  THANKS  GARRETSON'S SPORT CENTER							

Ordering Member represents that it is a Member in good standing with the Nation's Best Sports of Texas, Inc., and is authorized, on its own behalf, to use this form to offer to purchase the above merchandise from Vendor, and when the Ordered Merchandise has been billed and shipped as specified herein, Ordering Member shall accept all financial responsibility resulting therefrom, and Ordering Member shall make payment in accordance with the terms herein. USE OF THIS PURCHASE ORDER BY THE ORDERING MEMBER AND ACCEPTANCE OF THIS PURCHASE ORDER BY VENDOR, WHETHER ORAL OR WRITTEN, WHETHER EXPRESS OR IMPLIED, IS SUBJECT TO THE ADDITIONAL TERMS AND CONDITIONS WITH INSTRUCTIONS APPEARING ON THE REVERSE SIDE HEREOF. Vendor agrees that this Purchase Order is automatically revoked upon non-acceptance of the Additional Terms and Conditions with Instructions.

ORDERING  
MEMBER

SIGNATURE

VENDORS ACCEPTANCE / PLACED WITH

TO

Serial Number: 71031387

Model: 710



RF000000000001

Date: 12/1/04

By: Bruce Travis Sr.

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: Garnetson's Spt. Center

R.E. Number: 88471

Reason for inspection: Fires without pulling trigger.

**FIREARM**

Manufacturer: Rem. Model: 710

Serial Number: 71031387 Date of Manufacture: 9/01

Overall external condition: Good

Barrel condition: okay

Receiver condition: okay

Stock condition: okay

Bolt/firing pin condition: okay

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:



MANGONE, RONALD 2004

m/710

# Remington.

## TRACKING DOCUMENT

Repair Order Number



Repair Order Number RE00089195	Description/Serial Number 71071994 REPLACEMENT S6508561	Repairman - Bruce Travis Date Received - 12/10/2004
Account # - R-	Model 710 Center Fire Caliber: 3006 WITH SCOPE	Estimate Date - Current Date - 1/10/2005
Customer RONALD MANGONE 2766 7TH STREET ROAD LOWER BURREL , PA 15068 US		Return To RONALD MANGONE 2766 7TH STREET ROAD LOWER BURREL , PA 15068 US
Phone (H) (724)-339-4787 XH Phone (W) (412)-916-5745 XC		Fax Email

Reported		Problems	Found
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F
M992	DISCHARGED WHILE LOCKING BOLT DOWN		

Material #		MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Service						
4000104		ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000254		GR-FIREARM REPLACEMENT	1	1	0	Y
Service Total:			1	1	0	

ProblemNotes exchange for ramac# 29717. fit new gun with scope from m/710.					
Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00110

File Number:	206791	Arms Service number:	89195
Last Name:	MANGONE	First Name:	RONALD & SHEERL
Street:	2766 7TH STREET RD	City:	LOWER BURELL
State:	PA	Zip:	15068
Home Ph:	412-916-5745	Product Type:	F
Type Concern:	PD	Concern Code:	1008
Concern:	FIRE ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPLY	Classification:	UNC
Settlement Detail:	NEW RIFLE PLUS \$2666.19	UNJ UNC UND J	
Date Opened Rem:	12/21/2004	Date Opened by P/S:	11/30/2004
Date of Incident:		Date Closed:	12/27/2004
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	74071994
RAMAC:	710	Date Code:	
Custody:		Date Mfgd:	8/6/2002
Time of Modification:	10:06:30 AM		
Date of Modification:	11/30/2004		
<p>Accidental discharge. Claims filed on closing. Shot and damaged vehicle. Could not duplicate concern. Safety hard to move. Offered to cover repairs and exchange the model 710 rifle for a Model 700 rifle a/r/n.c. Release sent 12/14/04. Rifle at Blues Trays Bench. Ordering Model 700 ADP SYN 12006. and mounts for install scope. 12/16/2004. we changed order to RAMAC 29717 BD. Still less 6006 and agreed to add \$100 to cover gun case that was damaged. ADP issued for \$2666.19 12/27/2004. Refill and shipping document 1/13/05.</p>			

File Number:	20679		Arms Service number:	89195	
Last Name:	MANGONE		First Name:	RONALD & SHERRI	
Street:	2766 7TH STREET RD		City:	LOWER BURRELL	
State:	PA	Zip:	15068	Home Ph:	724-339-4787
Work Ph:	412-916-5745	Product Type:	F	F A T O	
Type Concern:	PD	PI PD P S C	Concern Code:	1008	
Concern:	FIRED ON BOLT CLOSING				
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED		
Assigned To:	SUPRY	Classification:	UNC	UNJ UNC UND J	
Settlement Detail:	NEW RIFLE PLUS \$2666.19		Settlement Amount:	\$2,968.16	
Date Opened Rem:	12/10/2004	Date Opened by P/S:	11/30/2004	Caliber:	30/06
Date of Incident:		Date Closed:	12/27/2004	Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	REM
Model:	710	Serial:	71071994	Date Code:	
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:	<input checked="" type="checkbox"/>
Custody:		Obsolete:	<input type="checkbox"/>		
Time of Modification:	10:08:30 AM				
Date of Modification:	11/30/2004				
Comments:	Accidental discharge - claims fired on closing - shot and damaged vehicle. Could not duplicate concern. Safety hard to move. Offered to cover repairs and exchange the Model 710 rifle for a Model 700 rifle at n/c. Release sent 12/14/04. Rifle at Bruce Travis' Bench - Ordering Model 700 ADL GYN 3006 - and mounts to install scope. 12/16/2004 we changed order to RAMAC 29717 BDL Stainless 3006 and agreed to add \$100 to cover gun case that was damaged. APV issued for \$2666.19 12/27/2004.				

PS00112



Remington Arms Company, Inc.

**Seller's  
Invoice  
Date**

Seller's Invoice No. \_\_\_\_\_ Date \_\_\_\_\_

Pay To: Ronald and Sherri Mangone

Street and No. 2766 7th Street Road

City Lower Burrell State PA Zip Code 15068

Vendor Code	
Pmt Method	Check

Description	Total	
	Dollars	Cents
To reimburse customer for damages from an accidental discharge of a Model 710 rifle.	2,666	.19
Reference Mangone file in Product Service and R&E #: 89195.		
Distribution	Gross	2,666 .19
Firearms Pre-lit: 8850050-230145	Discount	
	Net	2,666 .19

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: \_\_\_\_\_  
 Signed: \_\_\_\_\_  
 Date: **12/27/2004**

<b>For Treasury Use Only</b>	
Date Paid	_____
Reference No.	_____
_____ : Acct	_____
USD Amt	_____
(If in Foreign Currency)	_____

PS00113

## RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS THAT we Ronald Mangone and Sherri Mangone ("Claimants"), for and in consideration of the compromise of disputed claims and upon the receipt of a Model 700 30-06 caliber rifle w/scope, plus Twenty-five hundred sixty-six and 19/100's dollars (US\$2566.19), the receipt of which is hereby acknowledged, for myself, my heirs and assigns, and my personal representatives, hereby voluntarily and knowingly RELEASE, ACQUIT AND FOREVER DISCHARGE Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc. (formerly Remington Arms Company, Inc.), their predecessors, successors, heirs and assigns, agents, servants, employees, officers, directors, shareholders and corporate, personal and litigation attorneys (together hereinafter "Releasees") of and from any and all claims, actions or causes of action, demands, damages (both actual and punitive), costs, judgments, debts, expenses, liabilities, attorneys' fees and legal costs, injunctive or declaratory relief, whether known or unknown, whether in law or in equity, whether in tort or contract, of any kind or character, including without limitation claims to recover damages for personal injuries, medical expenses, lost wages, loss of consortium, loss of society, or loss of earning capacity and from whatsoever cause arising or from whatsoever act or omission arising, which I now have, or might otherwise have, against the persons or entities released herein, arising from an incident that occurred on or about November, 2004, which accident I claim resulted in injuries to me, all to the end that all claims or matters that are, or might be, in controversy between me and Releasees are forever put at rest, it being my clear intention to forever discharge and release all my past, present, and future claims against Releasees for all consequences resulting or potentially to result from the aforementioned events.

#100  
+ for gun  
case  
RMM

I further agree that I will not disclose the settlement terms in any manner. This includes verbal, written, and electronic communication. The terms and conditions of this settlement are between the parties involved and are not to be disclosed to any newspaper, magazine, radio or TV reporters, posted to the Internet, or disclosed to any other individual.

I agree that Releasees admit no liability of any sort and nothing in this Release of All Claims should be construed in any way as an admission by Releasees of any responsibility for the accident, or for an alleged defect in said product, or that any such defect exists. I further agree that said consideration and settlement is the compromise of disputed and doubtful claims and is a FULL AND FINAL SETTLEMENT made to terminate further controversy in respect of all claims that I presently assert, or might have asserted, because of the events described herein. I acknowledge and understand that any injuries sustained by me are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite, and I agree that this compromise settlement shall apply to all unknown and unanticipated injuries and damages resulting from said accident, as well as those now disclosed.

I hereby warrant that I am over 18 years of age and that no representations about the nature or the extent of any claims, demands, damages, injuries or rights that I have, or may have, against Releasees have been made by Releasees or their representatives to me or to anyone acting on my behalf to induce me to execute this Release of All Claims, and I rely on no such representations.

I expressly waive, to the maximum extent allowed by law, the provisions of any state law seeking to limit the scope of a release, including but not limited to Section 1542 of the Civil Code of the State of California, or any similar law, which reads as follows:

"A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected settlement with the debtor."

If for any reason any provision or portion of this Release of All Claims shall be found to be void or invalid, then such provision or portion shall be deemed to be severable from the remaining provisions or portions of this Release of All Claims, and it shall not affect the validity of the remaining portions or provisions, which shall be given full effect as if the void or invalid provision or portion had not been included herein.

I, Ronald Mangone and I, Sherri Mangone, have fully read and understood this Release of All Claims before signing my name, and I sign as my own free act. IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal.

**CAUTION -- READ BEFORE SIGNING**

Ronald W Mangone (Sign)  
(Ronald Mangone)

Sherri Mangone (Sign)  
(Sherri Mangone)

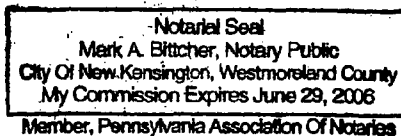
2766 7<sup>TH</sup> STREET ROAD  
Street Address  
Lower Burrell, PA 15068  
City, State Zip Code

STATE OF PENNSYLVANIA )  
COUNTY OF WESTMORELAND )

On this 16<sup>TH</sup> day of DECEMBER, 2004, before me personally appeared RONALD & SHERRI MANGONE to me known to be the person who executed the foregoing Release of All Claims, and acknowledged that he/she executed the same of his/her own free act and deed for the consideration set forth therein.

Mark A. Bittner  
Notary Public

My Commission Expires: 6-29-06



Remington Arms Company, Inc.  
Version: February 20, 2001

PS00115

# Remington.

14 December 2004

Ronald and Sherri Mangone  
2766 7<sup>th</sup> Street Road  
Lower Burrell, PA 15068-3609

RE: Model 710 Concern

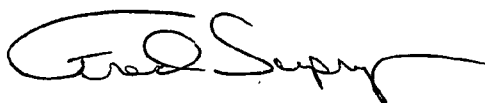
Dear Ron and Sherri,

We have examined and were unable to reproduce an accidental firing on the rifle that you returned. We intend to do additional testing with the rifle that you returned, in the meantime, we have ordered a replacement Model 700 rifle as we discussed.

I have also enclosed a release that needs to be signed, notarized, and returned to my attention to get you a check cut to cover the repair costs of your vehicle. Once we have the executed release, the paper work will be issued to get the check cut and sent directly to you.

Hopefully, this information will brighten your holidays. We apologize for the inconvenience but hope that our actions will keep you as loyal Remington customers.

Sincerely,



Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
E-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

PS00116

**Ronald W. Mangone**

---

**From:** "Ronald W. Mangone" <mangoneent@hotmail.com>  
**To:** <fred.supry@remington.com>  
**Sent:** Wednesday, December 15, 2004 3:57 PM  
**Subject:** Gun Specs.

Hello Fred

The gun we discussed was a 700 Model BDL 30-06 with a stainless steel barrel, and scope. Also my gun case was destroyed in the incident. Repairs for the truck \$2566.19. I will get the release form notarized and sent back to you today.

Thank you

Ronald W. Mangone                      412-916-5745 cell

[ PS00117 ]

12/15/2004

File Number:	20679		Arms Service number:	89195	
Last Name:	MANGONE		First Name:	RONALD	
Street:	2766 7TH STREET RD		City:	LOWER BURRELL	
State:	PA	Zip:	15068	Home Ph:	724-339-4787
Work Ph:	412-916-5745	Product Type:	F	F A T O	
Type Concern:	PD	PI PD P S C	Concern Code:	1008	
Concern:	FIRED ON BOLT CLOSING				
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED		
Assigned To:	SUPRY	Classification:	UNC	UNJ UNC UND J	
Settlement Detail:	RELEASE SENT		Settlement Amount:	\$0.00	
Date Opened Rem:	12/10/2004	Date Opened by P/S:	11/30/2004	Caliber:	30/06
Date of Incident:		Date Closed:		Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	REM
Model:	710	Serial:	71071994	Date Code:	
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:	<input checked="" type="checkbox"/>
Custody:		Obsolete:	<input type="checkbox"/>		
Time of Modification:	10:08:30 AM				
Date of Modification:	11/30/2004				
Comments:		Accidental discharge - claims fired on closing - shot and damaged vehicle. Could not duplicate concern. Safety hard to move. Offered to cover repairs and exchange the Model 710 rifle for a Model 700 rifle at n/c. Release sent 12/14/04. Rifle at Bruce Travis' Bench - Ordering Model 700 ADL SYN 3006 - and mounts to install scope			

PS00118

File Number:	20679		Arms Service number:	89195	
Last Name:	MANGONE		First Name:	RONALD	
Street:	2766 7TH STREET RD		City:	LOWER BURRELL	
State:	PA	Zip:	15068	Home Ph:	724-339-4787
Work Ph:	412-916-5745	Product Type:	F	F A T O	
Type Concern:	PD	PI PD P S C	Concern Code:	1008	
Concern:	FIRED ON BOLT CLOSING				
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED		
Assigned To:	SUPRY	Classification:	UNC	UNJ UNC UND J	
Settlement Detail:	RELEASE SENT		Settlement Amount:	\$0.00	
Date Opened Rem:	12/10/2004	Date Opened by P/S:	11/30/2004	Caliber:	30/06
Date of Incident:		Date Closed:		Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	REM
Model:	710	Serial:	71071994	Date Code:	
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:	<input checked="" type="checkbox"/>
Custody:		Obsolete:	<input type="checkbox"/>		
Time of Modification:	10:08:30 AM				
Date of Modification:	11/30/2004				
Comments:	Accidental discharge - claims fired on closing - shot and damaged vehicle. Could not duplicate concern. Safety hard to move. Offered to cover repairs and exchange the Model 710 rifle for a Model 700 rifle at n/c. Release sent 12/14/04.				

Model 700  
 Remac 27478  
 with scope  
 mounted.

9717

PS00119



14 December 2004

Ronald and Sherri Mangone  
2766 7<sup>th</sup> Street Road  
Lower Burrell, PA 15068-3609

RE: Model 710 Concern

Dear Ron and Sherri,

We have examined and were unable to reproduce an accidental firing on the rifle that you returned. We intend to do additional testing with the rifle that you returned, in the meantime, we have ordered a replacement Model 700 rifle as we discussed.

I have also enclosed a release that needs to be signed, notarized, and returned to my attention to get you a check cut to cover the repair costs of your vehicle. Once we have the executed release, the paper work will be issued to get the check cut and sent directly to you.

Hopefully, this information will brighten your holidays. We apologize for the inconvenience but hope that our actions will keep you as loyal Remington customers.

Sincerely,

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
E-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

PS00120



## RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS THAT we Ronald Mangone and Sherri Mangone ("Claimants"), for and in consideration of the compromise of disputed claims and upon the receipt of a Model 700 30-06 caliber rifle w/scope, plus Twenty-five hundred sixty-six and 19/100's dollars (US\$2566.19), the receipt of which is hereby acknowledged, for myself, my heirs and assigns, and my personal representatives, hereby voluntarily and knowingly RELEASE, ACQUIT AND FOREVER DISCHARGE Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc. (formerly Remington Arms Company, Inc.), their predecessors, successors, heirs and assigns, agents, servants, employees, officers, directors, shareholders and corporate, personal and litigation attorneys (together hereinafter "Releasees") of and from any and all claims, actions or causes of action, demands, damages (both actual and punitive), costs, judgments, debts, expenses, liabilities, attorneys' fees and legal costs, injunctive or declaratory relief, whether known or unknown, whether in law or in equity, whether in tort or contract, of any kind or character, including without limitation claims to recover damages for personal injuries, medical expenses, lost wages, loss of consortium, loss of society, or loss of earning capacity and from whatsoever cause arising or from whatsoever act or omission arising, which I now have, or might otherwise have, against the persons or entities released herein, arising from an incident that occurred on or about November, 2004, which accident I claim resulted in injuries to me, all to the end that all claims or matters that are, or might be, in controversy between me and Releasees are forever put at rest, it being my clear intention to forever discharge and release all my past, present, and future claims against Releasees for all consequences resulting or potentially to result from the aforementioned events.

I further agree that I will not disclose the settlement terms in any manner. This includes verbal, written, and electronic communication. The terms and conditions of this settlement are between the parties involved and are not to be disclosed to any newspaper, magazine, radio or TV reporters, posted to the Internet, or disclosed to any other individual.

I agree that Releasees admit no liability of any sort and nothing in this Release of All Claims should be construed in any way as an admission by Releasees of any responsibility for the accident, or for an alleged defect in said product, or that any such defect exists. I further agree that said consideration and settlement is the compromise of disputed and doubtful claims and is a FULL AND FINAL SETTLEMENT made to terminate further controversy in respect of all claims that I presently assert, or might have asserted, because of the events described herein. I acknowledge and understand that any injuries sustained by me are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite, and I agree that this compromise settlement shall apply to all unknown and unanticipated injuries and damages resulting from said accident, as well as those now disclosed.

I hereby warrant that I am over 18 years of age and that no representations about the nature or the extent of any claims, demands, damages, injuries or rights that I have, or may have, against Releasees have been made by Releasees or their representatives to me or to anyone acting on my behalf to induce me to execute this Release of All Claims, and I rely on no such representations.

I expressly waive, to the maximum extent allowed by law, the provisions of any state law seeking to limit the scope of a release, including but not limited to Section 1542 of the Civil Code of the State of California, or any similar law, which reads as follows:

"A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected settlement with the debtor."

If for any reason any provision or portion of this Release of All Claims shall be found to be void or invalid, then such provision or portion shall be deemed to be severable from the remaining provisions or portions of this Release of All Claims, and it shall not affect the validity of the remaining portions or provisions, which shall be given full effect as if the void or invalid provision or portion had not been included herein.

I, Ronald Mangone and I, Sherri Mangone, have fully read and understood this Release of All Claims before signing my name, and I sign as my own free act. IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal.

**CAUTION -- READ BEFORE SIGNING**

\_\_\_\_\_  
(Ronald Mangone) (Sign)

\_\_\_\_\_  
(Sherri Mangone) (Sign)

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State Zip Code

STATE OF \_\_\_\_\_ )  
COUNTY OF \_\_\_\_\_ )

On this \_\_\_\_ day of \_\_\_\_\_, 20\_\_, before me personally appeared \_\_\_\_\_ to me known to be the person who executed the foregoing Release of All Claims, and acknowledged that he/she executed the same of his/her own free act and deed for the consideration set forth therein.

Notary Public  
My Commission Expires:

Ronald W. Mangone  
2766 7<sup>th</sup> Street Road  
Lower Burrell, Pa 15068-3609  
Cell 412-916-5745  
Home 724-339-4787

4#  
F/02

Exchange for RAMAC  
27478 - Fit new gun with  
scope from 710 -  
FLS 12/14/2004  
N/C Charge 230145 FLS

Held rifle  
until notified  
to swap

Dec. 2, 2004

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Dear Mr. Supry:

On the first day of hunting in Pa, November 29, 2004, I was invited to my friend's farm to go hunting. When I loaded my rifle, model 710, serial number 71071994, I loaded the clip with four Remington 180 grain 30-6 shells. When I put the bolt forward and locked it down into place, it immediately discharged. I was standing on the driver side of my truck with the rear door opened. The bullet went through my gun case -- the seat of my truck - through the right hand side passenger door- then into the hillside. The truck door window shattered because of the impact to the door.

My friend Fred Miller was there and witnessed what happened. A few other hunters where at their trucks and it rattled everyone involved there. My rifle was recalled when I first purchased it from "Dicks" and return to me after app. two months before the 2002 hunting season .

You already have the estimate for fixing my 2004 Toyota Tundra Quad Cab from Ross Auto Body , New Kensington , Pa 15068 . We will also need to rent a car during the repairs because both my wife and I work.

I am returning the rifle to you with shipping label you sent me.

We also discussed that I could purchase a Model 700 rifle with scope and gun case to be able to hunt for the remainder of the hunting season, which was agreed upon that Remington would reimburse me par our phone conversations November 30 and Dec 2 , 2004

I really appreciate that you have helped me with this incident.

Sincerely

*Ronald W. Mangone*  
Ronald W. Mangone

PS00123

Serial Number: 71071994

Model: 710



RE00089195

4#  
8/02

Ronald W. Mangone  
2766 7<sup>th</sup> Street Road  
Lower Burrell, Pa 15068-3609  
Cell 412-916-5745  
Home 724-339-4787

Dec. 2, 2004

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Dear Mr. Supry:

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My friend Fred Miller was there and witnessed what happened. A few other hunters where at their trucks and it rattled everyone involved there. My rifle was recalled when I first purchased it from "Dicks" and return to me after app. two months before the 2002 hunting season .

You already have the estimate for fixing my 2004 Toyota Tundra Quad Cab from Ross Auto Body , New Kensington , Pa 15068 . We will also need to rent a car during the repairs because both my wife and I work.

I am returning the rifle to you with shipping label you sent me.

We also discussed that I could purchase a Model 700 rifle with scope and gun case to be able to hunt for the remainder of the hunting season, which was agreed upon that Remington would reimburse me par our phone conversations November 30 and Dec 2 , 2004

I really appreciate that you have helped me with this incident.

Sincerely

*Ronald W. Mangone*  
Ronald W. Mangone

PS00124

Serial Number: **71071994**

Model: **710**



**RE00089195**

Date: 12/10/04

By: Bruce Thomas Sr.

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: Ronald W. Mangone

R.E. Number: 89195

Reason for inspection: FBI - Damaged Truck

**FIREARM**

Manufacturer: Rem. Model: 710

Serial Number: 710 71994 Date of Manufacture: 8/02

Overall external condition: Good

Barrel condition: okay

Receiver condition: okay

Stock condition: okay

Bolt/firing pin condition: okay

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

Feeding: \_\_\_\_\_

Extraction/ejection: \_\_\_\_\_

Trigger pull: 4#

Manual safety: O/CAY

Test firing results (if applicable): \_\_\_\_\_

### DISPOSITION

### ADDITIONAL COMMENTS

could not duplicate concern

Safe works hard

# Ron Mangone file

12/6/2004

Sherri,

Thank you for your call addressing the concerns you have with shipping Ron's rifle back to us. I assure you that if the rifle gets lost in shipment or by us once we receive it that Remington will pay the estimate on the truck damage, the cost of the rifle, scope, and damaged gun case.

Once we receive the rifle, we will order the replacement rifle that Ron wants, and we will either install a scope or add money to the settlement to cover the scope, mounts, and gun case. We will contact you with the results of our examination. I know that you are both anxious to get the truck repaired and the rifle replaced, so I promise you that I will expedite the process on my end.

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

PS00127

**Supry, Fred L.**

**From:** Ronald W. Mangone [mangoneent@hotmail.com]  
**Sent:** Thursday, December 02, 2004 6:54 PM  
**To:** Supry, Fred L.  
**Subject:** Model 710 accidental discharge

Ronald W. Mangone  
2766 7<sup>th</sup> Street Road  
Lower Burrell, Pa 15068-3609  
Cell 412-916-5745  
Home 724-339-4787

Dec. 2, 2004

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Dear Mr. Supry:

On the first day of hunting in Pa, November 29, 2004, I was invited to my friend's farm to go hunting. When I loaded my rifle, model 710, serial number 71071994, I loaded the clip with four Remington 180 grain 30-6 shells. When I put the bolt forward and locked it down into place, it immediately discharged. I was standing on the driver side of my truck with the rear door opened. The bullet went through my gun case -- the seat of my truck - through the right hand side passenger door-- then into the hillside. The truck door window shattered because of the impact to the door.

My friend Fred Miller was there and witnessed what happened. A few other hunters where at their trucks and it rattled everyone involved there. My rifle was recalled when I first purchased it from "Dicks" and return to me after app. two months before the 2002 hunting season .

You already have the estimate for fixing my 2004 Toyota Tundra Quad Cab from Ross Auto Body , New Kensington , Pa 15068 . We will also need to rent a car during the repairs because both my wife and I work.

I am returning the rifle to you with shipping label you sent me.

We also discussed that I could purchase a Model 700 rifle with scope and gun case to be able to hunt for the remainder of the hunting season, which was agreed upon that Remington would reimburse me par our phone conversations November 30 and Dec 2 , 2004

I really appreciate that you have helped me with this incident.

Sincerely

Ronald W. Mangone

PS00128

12/3/2004



12/3/2004

PS00129

File Number:	20679	Arms Service number:	
Last Name:	MANCONE	First Name:	RONALD
Street:	2766 7TH STREET RD	City:	LOWER MERRELL
State:	PA	Zip:	15068
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1008
Type Concern:	PD	Concern Code:	1008
Concern:	FIRE ON BOLT CLOSING		
Cause Code:	2040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPLY	Classification:	UNC
Settlement Detail:	ARSLABEL MALLED M130-04	UNJ UNC UND J	
Date Opened Rem:		Date Opened by P/S:	11/30/2004
Date of Incident:		Date Closed:	
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	741071994
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	10:08:30 AM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	11/30/2004	Obsolete:	<input type="checkbox"/>
<div> <div>Settlement Amount:</div> <div>\$0.00</div> </div> <div> <div>Bullet Weight:</div> <div></div> </div> <div> <div>Caliber:</div> <div>30/06</div> </div> <div> <div>Manufacturer:</div> <div>REM</div> </div> <div> <div>Date Mfgd:</div> <div></div> </div>			

# Remington.

30 November 2004

Ronald Mangone  
2766 7<sup>th</sup> Street Road  
Lower Burrell, PA 15068-3609

RE: Model 710 Concern

Dear Ronald,

We were sorry to learn of the unfortunate incident that you experienced while getting ready to go hunting. While the property damage is regrettable we are glad that no one was injured.

As we discussed, I have enclosed an ARS label for you to return the rifle to my attention. We will also need estimates on the repairs to your truck. Please include a note inside the shipping box with your name, address, telephone number, and a brief description of the incident. The inside note is important as sometimes the outside label gets damaged and we want to be sure that the rifle is logged in correctly. Also, mention that we agreed to exchange the rifle for a Model 700 rifle.

We apologize for the inconvenience.

Sincerely,



Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
E-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

710

Serial #

71071994

3006

Shot truck -

Fired on Bolt Closing

mangone ent @ Hstman.com

ARS sent 11/30/04

Cell #: 412-916-5745

Home #: 724-339-4787

1008  
H040

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: Ronald Mangone

Company: \_\_\_\_\_

Street: \_\_\_\_\_

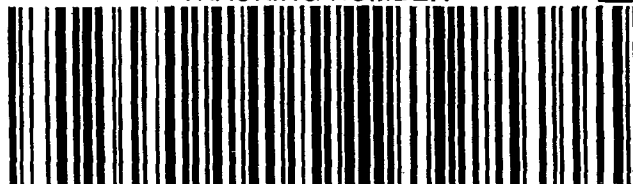
City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

REF # \_\_\_\_\_

**A.R.S.** <sup>F</sup>  
<sub>PD</sub> TO: FRED Supery  
REMINGTON ARMS  
14 HOEFLER AVE  
ILION NY 13357

 **UPS 3 Day Select<sup>SM</sup>** **3**

TRACKING NUMBER



1Z E13 390 57 5000 1474

**UPS Authorized Return Service<sup>SM</sup>**

011B513

1/95 W



3 DAY SELECT AUTHORIZED RETURN SERVICE RECEIPT  
1Z E13 390 57 5000 147 4

REF #/DATE

PS00132

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: Ronald Mangone

Company: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

REF # \_\_\_\_\_

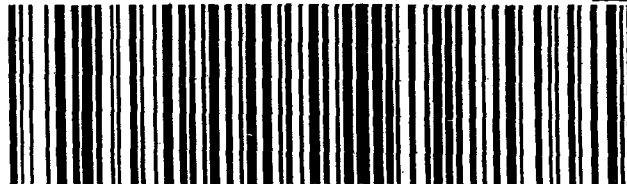
**A.R.S.** <sup>F</sup>  
TO: Fred Supery  
REMINGTON ARMS  
14 HOEFLER AVE  
<sup>PD</sup> ILION NY 13357



**UPS 3 Day Select<sup>SM</sup>**

**3**

TRACKING NUMBER



1Z E13 390 57 5000 1474

**UPS Authorized Return Service<sup>SM</sup>**

01118613

1/95 W



3 DAY SELECT AUTHORIZED RETURN SERVICE RECEIPT  
1Z E13 390 57 5000 1474

REF #/DATE

PS00133

12/01/2004 at 02:38 PM  
29196

Job Number:

**ROSS AUTO BODY**  
Federal ID #:251579042  
498 INDUSTRIAL BLVD  
NEW KENSINGTON, PA 15068  
(724)339-2001 Fax: (724)339-4423

*Fred Supry*  
*Remington*  
*1-315-895-3606*

**PRELIMINARY ESTIMATE**

Written By: FRANK R ROSS #137099  
Adjuster:

**Insured:** RONALD W MANGONE  
**Owner:** RONALD W MANGONE  
**Address:** 2766 7TH STREET ROAD  
LOWER BURRELL, PA 15068  
**Day:** (724)339-4787

**Claim #**  
**Policy #**  
**Deductible:**  
**Date of Loss:**  
**Type of Loss:**  
**Point of Impact:** 16. Non-Collision

**Inspect**  
**Location:**

**Insurance**  
**Company:**

Days to Repair

2004 TOYO TUNDRA 4X4 DOUBLECAB SR5 8-4.7L-FI 4D P/U BLACK Int:

VIN: 5TBDT44154S449754 Lic: YBK-0997 PA Prod Date: Odometer:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Body Side Moldings
Dual Mirrors	Roof Console	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	AM Radio	FM Radio
Stereo	Search/Seek	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	4 Wheel Disc Brakes
Cloth Seats	Captain Chairs (2)	Rear Step Bumper
Automatic Transmission	Styled Steel Wheels	

NO.	CP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR DOOR					
2		Repl RT Door shell	1	647.51	3.2	3.3	
3		Add for Clear Coat				1.3	
4		Repl RT Body side mldg SR5 black	1	157.36	0.3	0.4	
5		Repl RT Weatherstrip	1	18.36	0.2		
6		Repl RT Nameplate "SR5"	1	19.41	0.2		
7*		Repl RT Door glass NAGS	1	376.24	Incl.		
8		SEATS & TRACKS					
9		Repl RT Cushion assy SR5 charcoal	1	448.67	0.4		
10		Repl RT Outer cover charcoal	1	34.87			

12/01/2004 at 02:38 PM  
29196

Job Number:

**PRELIMINARY ESTIMATE**

2004 TOYO TUNDRA 4X4 DOUBLECAB SR5 8-4.7L-FI 4D P/U BLACK Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
11		FRONT DOOR					
12	Blnd RT	Outer panel					1.2
13	Repl RT	Nameplate "TOYOTA TUNDRA"	1		30.21	0.2	
14	R&I RT	Belt w'strip				0.3	
15	R&I RT	Mirror SR5 w/o heat				0.3	
16	R&I RT	Handle, outside black				0.4	
17	R&I RT	R&I trim panel				0.4	
18		CAB					
19	Blnd RT	Side panel					0.8
20#		COVER CAR	1		5.00 T	0.2	
21#		CORROSION PROTECTION	1		5.00	0.1	
22#		HAZARDOUS WASTE REMOVAL	1		3.50 X		
Subtotals ==>					1746.13	6.2	7.0

Parts		1737.63
Body Labor	6.2 hrs @ \$ 40.00/hr	248.00
Paint Labor	7.0 hrs @ \$ 40.00/hr	280.00
Paint Supplies	7.0 hrs @ \$ 21.00/hr	147.00
Sublet/Misc.		8.50

SUBTOTAL		\$ 2421.13
Sales Tax	\$ 2417.63 @ 6.0000%	145.06

GRAND TOTAL		\$ 2566.19
-------------	--	------------

## ADJUSTMENTS:

Deductible		0.00
------------	--	------

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 2566.19

SOMETIMES AFTER WORK HAS BEEN STARTED ADDITIONALLY DAMAGED OR WORN PARTS ARE DISCOVERED WHICH WERE NOT EVIDENT ON FIRST INSPECTIONS. THIS DAMAGE REPORT DOES NOT COVER OR INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED. ALL PARTS ARE SUBJECT TO INVOICE.

WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLES.

12/01/2004 at 02:38 PM  
29196

Job Number:

**PRELIMINARY ESTIMATE**

2004 TOYO TUNDRA 4X4 DOUBLECAB SR5 B-4.7L-FI 4D P/U BLACK Int:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE OR DEFRAUD ANY INSURER FILES AN APPLICATION OR CLAIM CONTAINING ANY FALSE, INCOMPLETE OR MISLEADING INFORMATION SHALL, UPON CONVICTION, BE SUBJECT TO IMPRISONMENT FOR UP TO SEVEN YEARS AND PAYMENT OF A FINE OF UP TO \$15,000.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/\_=WITH/\_ #=MANUAL LINE ENTRY \*=OTHER (IE..MOTORS DATABASE INFORMATION WAS CHANGED). \*\*=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. MQVP=MANUFACTURER'S QUALITY AND VALIDATION PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.



12/01/2004 at 02:38 PM  
29196

Job Number:

**PRELIMINARY ESTIMATE**

2004 TOYO TUNDRA 4X4 DOUBLECAB SR5 8-4.7L-FI 4D P/U BLACK Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARM8191 Database Date 10/2004, CCC Data Date 10/2004, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NACS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as Recon. may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.

# Remington.

30 November 2004

Ronald Mangone  
2766 7<sup>th</sup> Street Road  
Lower Burrell, PA 15068-3609

RE: Model 710 Concern

Dear Ronald,

We were sorry to learn of the unfortunate incident that you experienced while getting ready to go hunting. While the property damage is regrettable we are glad that no one was injured.

As we discussed, I have enclosed an ARS label for you to return the rifle to my attention. We will also need estimates on the repairs to your truck. Please include a note inside the shipping box with your name, address, telephone number, and a brief description of the incident. The inside note is important as sometimes the outside label gets damaged and we want to be sure that the rifle is logged in correctly. Also, mention that we agreed to exchange the rifle for a Model 700 rifle.

We apologize for the inconvenience.

Sincerely,



Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
E-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

Remington Arms Company, Inc. • 14 Hoefler Avenue • Ilion, NY 13357  
Phone 315-895-3200 • [www.remington.com](http://www.remington.com)

PS00138

FedEx  
Tracking  
Number

8464 5932 3977

1 From *Please print and press hard.*  
Date 12/14/2004 Sender's FedEx Account Number 0135-0009-6  
Sender's Name FED SUPPLY Phone ( 315 ) 895-3200  
Company REMINGTON ARMS CO INC  
Address 14 HOEFLER AVE  
City ILION State NY ZIP 13357-1888

2 Your Internal Billing Reference 8620501-19210  
First 24 characters will appear on invoice.

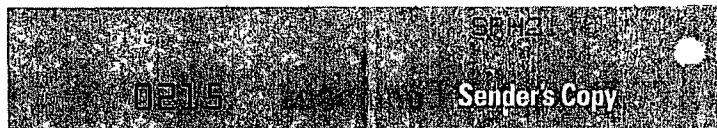
3 To  
Recipient's Name Ron or Sherri Mangone Phone 724 339-4787  
Company \_\_\_\_\_  
Recipient's Address 2677 7<sup>th</sup> STREET ROAD  
We cannot deliver to P.O. boxes or P.O. ZIP codes.  
Address \_\_\_\_\_  
City Lower Burrell State PA ZIP 15068-3609

Try online shipping at [fedex.com](http://fedex.com)

By using this Airbill you agree to the service conditions on the back of this Airbill and in our current Service Guide, including terms that limit our liability.

Questions? Visit our Web site at [fedex.com](http://fedex.com)  
or call 1.800.GoFedEx 1.800.463.3339.

0274784763



4a Express Package Service  
☐ FedEx Priority Overnight  
Next business morning\*  
☒ FedEx Standard Overnight  
Next business afternoon\*  
☐ FedEx 2Day  
Second business day\*  
FedEx Envelope rate not available. Minimum charge: One-pound rate.  
☐ FedEx Express Saver  
Third business day\*  
Packages up to 150 lbs.  
\* To most locations  
FedEx First Overnight  
Earliest next business morning  
delivery to select locations\*

4b Express Freight Service  
☐ FedEx 1Day Freight\*  
Next business day\*  
☐ FedEx 2Day Freight  
Second business day\*  
☐ FedEx 3Day Freight  
Third business day\*  
Packages over 150 lbs.  
\*\* To most locations

5 Packaging  
☒ FedEx Envelope\*  
☐ FedEx Pak\*  
Includes FedEx Small Pak,  
FedEx Large Pak, and FedEx Sturdy Pak  
☐ FedEx Box  
☐ FedEx Tube  
☐ Other  
\* Declared value limit \$500

6 Special Handling  
☐ SATURDAY Delivery  
Available ONLY for  
FedEx Priority Overnight, FedEx 2Day,  
FedEx 1Day Freight, and FedEx 2Day  
Freight to select ZIP codes  
☐ HOLD Weekday  
at FedEx Location  
NOT Available for  
FedEx First Overnight  
☐ HOLD Saturday  
at FedEx Location  
Available ONLY for  
FedEx Priority Overnight and  
FedEx 2Day to select locations  
Include FedEx address in Section 3.  
Does this shipment contain dangerous goods?  
One box must be checked.  
☒ No  
☐ Yes  
As per attached  
Shipper's Declaration  
☐ Yes  
Shipper's Declaration  
not required  
☐ Dry Ice  
Dry Ice, 8, UN 1845 \_\_\_\_\_ x \_\_\_\_\_ kg  
Dangerous goods (including Dry Ice) cannot be shipped in FedEx packaging.  
☐ Cargo Aircraft Only

7 Payment Bill to: Enter FedEx Acct. No. or Credit Card No. below.  
☐ Sender  
Acct. No. in Section  
1 will be billed.  
☐ Recipient  
☒ Third Party  
☐ Credit Card  
☐ Cash/Check  
FedEx Acct. No.  
Credit Card No. 1714-9644-6 Exp. Date \_\_\_\_\_  
Total Packages 1 Total Weight 1/2 Total Declared Value\* \$ —.00  
\*Our liability is limited to \$100 unless you declare a higher value. See back for details.  
FedEx Use Only

8 Sign to Authorize Delivery Without a Signature  
Gerald Supry  
By signing you authorize us to deliver this shipment without obtaining a signature and agree to indemnify and hold us harmless from any resulting claims.  
466  
SRS® Rev. Date 11/03 • Part #158279 • ©1994-2003 FedEx • PRINTED IN U.S.A.

PULL AND RETAIN THIS COPY BEFORE AFFIXING TO THE PACKAGE.

PS00139

Smith, Karl

88373

2004

m/710

PS00140

File Number:	20881	Arms Service number:	88373
Last Name:	SMITH	First Name:	KARE
Street:	900 COUNTY RD 1025	City:	AUXVASSE
State:	MO	Zip:	6523
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1007
Type Concern:	S	Pl PD P S	
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPX	Classification:	UNC
Settlement Detail:	REPLAGE TRIGGER ASSEM AT N/C		
Date Opened Rem:	11/24/2004	Date Closed:	11/30/2004
Date of Incident:		Date Opened by P/S:	11/24/2004
Date to Analysis:		Date from Analysis:	
Model:	740	Serial:	71131202
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	10:14:38 AM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	11/30/2004	Obsolete:	<input type="checkbox"/>
Comments:	Could not duplicate the reported concern.		
Settlement Amount:	\$65.00	Caliber:	
Bullet Weight:		Manufacturer:	REM
Date Mfgd:	8/3/2004		

Number: / 1131202

Model: 710



8/11/03

RE00088373



I bought this rifle about 1 1/2 years ago brand new. My wife was deer hunting with it when she said it fired when she took it off of safe. She is pretty sure her finger was not on the trigger (almost positive). I didn't see what happened but I would like you to check it out just make me feel better. Feel free to call her (Teresa) at 573-386-2216 — or if no one answers call 573-310-5434.

Karl Smith  
300 County Road 1045  
Auxvasse, MO 65231

Thanks.

Effect over completely  
Could not duplicate concern  
Repair as needed  
under warranty  
FLS 11/24/04

DELIVERING THE DIFFERENCE.

800-526-9328

www.motionindustries.com

003W10321 75M0804

PS00142

Date: 11/24/2004

By: Fred Supry

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: Karl Smith

R.E. Number: 88373

Reason for inspection: FSR

**FIREARM**

Manufacturer: Rem Model: 710

Serial Number: 71131202 Date of Manufacture: 8/11/03

Overall external condition: good

Barrel condition: good

Receiver condition: good

Stock condition: good

Bolt/firing pin condition: good

Trigger assembly condition:

Engagement: ok

Adjustments/alterations: -

Other: -

Headspace: -

Function evaluation:

Feeding: \_\_\_\_\_

Extraction/ejection: \_\_\_\_\_

Trigger pull: 4.0 lbs

Manual safety: OK

Test firing results (if applicable): \_\_\_\_\_

DISPOSITION

Check over repair as needed no charge  
under warranty

ADDITIONAL COMMENTS

Could not duplicate concern.



55 Academy Sports + Outdoors 2005

210

91799

# Remington.

## TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00091799	Description/Serial Number 71183004	Repairman - Dave Dunckel Date Received - 1/28/2005
Account # - R-	Model 710 Center Fire Caliber: 7 MM MAG	Estimate Date - Current Date - 2/4/2005
Customer 55 ACEDEMY SPORTS AND OUTDOORS 50 WESTSIDE N SHOPPING MALL GRETNA. LA 70053 US Phone (H) (504)-363-8283 Phone (W)	Return To 55 ACEDEMY SPORTS AND OUTDOOR 50 WESTSIDE N SHOPPING MALL GRETNA. LA 70053 US <i>Wayne Vinet</i>	
	Fax Email	

Reported		Problems	Found
M125	STOCK CRACKED	M123	FORWARD TO PRODUCT SERVICE F
M992	FIRE WHEN FELL ON		

Material #		MaterialDesc	Repair			
			Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Part						
F300401		710 RECEIVER INSERT ASSEMBLY COMPLETE	1	1	0	Y
F305455		710 STOCK ASSEMBLY COMP SYN	1	1	0	Y
Part Total:			2	2	0	
Service						
4000104		ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000119		GR-TEST	1	1	0	Y
Service Total:			1	1	0	

ProblemNotes	Stock, Rec Insert, Trig Guard & Trig broken-Trig has broken internal parts and Trig will not return-Repair as needed at N/C as Gesure of Goodwill per F. Supry-Send to Gallery on Tag for Test-Test w/ Slave Mag-Passed Test Note: Return Scope to Customer				
Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00146

File Number:	20970	Arms Service number:	91799
Last Name:	55 ACADEMY SPORTS & OUTDOOR	First Name:	WAYNE VINEL
Street:	50 WESTSIDE SHOPPING MALL	City:	GRETNA
State:	PA	Zip:	70053
Work Ph:		Home Ph:	
Type Concern:	PD	Product Type:	F A T O
Concern:	OTHER UNSPECIFIED OR UNDETERMINED		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRE	Classification:	UND
Settlement Detail:	NEW RAMAG 27412 N/C	Settlement Amount:	\$220.00
Date Opened Rem:	1/31/2005	Date Opened by P/S:	1/31/2005
Date of Incident:		Date Closed:	1/31/2005
Date to Analysis:		Bullet Weight:	
Model:	710	Date from Analysis:	
Serial:	71183964	Date Code:	WY
RAMAC:	710	Manufacturer:	REM
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	11:42:00 AM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	2/1/2005	Obsolete:	<input type="checkbox"/>
<p>Comments:</p> <p>Stock broke in two at grip area, trigger guard and trigger broken - as the result of a fall. Exchange rifle for new RAMAG 27412 N/C as gesture of goodwill.</p>			

Product Service Database

Arms Service #: 91799

Last Name: 55 Academy Sports & Outdoors First Name: Wayne Vine

Street: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

City: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Product Type: (F) A T O

Type of Concern: PI (PD) P S C Rifle Broken in half

Concern Code: 1040 Concern: Fell on rifle

Cause Code: 41040 Cause: Fell on rifle

Assigned To: Supry

Classification: UND

Settlement Detail: NEW RAMAC 27412 n/c

Settlement Amount: \$220

Date Opened Rem.: 1/31/05

Date Opened PS: 1/31/05

Caliber: 7mm mag

Date of Incident: \_\_\_\_\_

Date Closed: 1/31/05

Bullet Weight: \_\_\_\_\_

Date to Analysis: \_\_\_\_\_

Date from Analysis: \_\_\_\_\_

Manufacturer: REM

Model: 710

Serial: 71183004

Date Code: WY

Date Mfgd: 8/30/2004

RAMAC: \_\_\_\_\_

Litigation: \_\_\_\_\_ Prelitigation: \_\_\_\_\_ Obsolete: \_\_\_\_\_

Custody: \_\_\_\_\_

Comments: \_\_\_\_\_

Stock broke in two at grip area,  
Trigger guard and trigger broken - as the  
result of a fall. Exchange rifle for new  
RAMAC 27412 n/c as gesture of goodwill.

# Academy®

## SPORTS+OUTDOORS

ACADEMY @ Westbank 504-363-8283

12/07/04 14:31

111266 SALE

5008 0055 221

REMINGTON 710 7MM / 9758632	
1 @ 1 for 319.93 MDS	319.93
REMINGTON 710 7MM / 9758632	
1 @ 1 for 319.93 MDS	319.93-V
*REMINGTON 710 7MM / 9758632	
1 @ 1 for 319.92 MDS	319.92 0
SADDLEMATE RIFLE S / 9406158	
1 @ 1 for 16.99 MDS	16.99
SADDLEMATE RIFLE S / 9406158	
1 @ 1 for 16.99 MDS	16.99-V
SADDLEMATE RIFLE S / 9406158	
1 @ 1 for 0.01 MDS	.01 0
7MM REM MAG/150GR / 7895675	
1 @ 1 for 17.83 MDS	17.83
7MM REM MAG/150GR / 7895675	
1 @ 1 for 17.83 MDS	17.83
SUBTOTAL	355.59
8.75% SALES TAX	31.11
TOTAL	386.70
SUBTOTAL	355.59
8.75% SALES TAX	31.11
TOTAL	386.70
Cash	400.00
CHANGE	13.30

The Right Stuff The Right Price

APPLY NOW FOR AN ACADEMY CREDIT CARD!

12/07/04 14:32

STOCK, INC. INSERT, TRIG. GUARD & TRIG. BROKEN.  
 TRIG. HAS BROKEN INTERNAL PARTS, TRIG. WON'T RETURN.  
~~Repair is needed~~ AT H/C GOOD with gesture  
 repair is needed #230145

PS00149

TAYLOR - SEIDENBACH, INC.

SHEET METAL  
DOUBLE WALL PIPE

OWENS CORNING  
**FIBERGLAS**

GRILLES & REGISTERS  
TOOLS, RIVETS & SCREWS

PVC

METAL BUILDING INSULATION  
FIBERGLASS & RUBATEX

FILTERS

My name is Wayne Vint.  
I was climbing out  
of my tree stand and  
slipped and fell  
backwards to the ground.  
I fell on the gun  
it broke in half &  
discharged.

Sincerely,  
Wayne Vint

Serial Number: **71183004**

Model: **710**



Call 486

**RE00091799**

Date: 1/31/05

By: Bruce Travis S.

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: Wayne Vint

R.E. Number: 91799

Reason for inspection: Fell on it, broke in half + discharged

**FIREARM**

Manufacturer: Rem Model: 710

Serial Number: 71183004 Date of Manufacture: 8/04

Overall external condition: —

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: BROKEN

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: DAMAGED

Adjustments/alterations: —

Other: Trigger Broken, no return

Headspace: —

Function evaluation:

Feeding: mag. miss

Extraction/ejection: —

Trigger pull: —

Manual safety: —

Test firing results (if applicable): —

DISPOSITION

STOCK, REC. INSERT, TRIG. GUARD & TRIG. BOLLER, TRIG. ASSM.  
HAS INTERNAL DAMAGE, TRIG WON'T RETURN. REPAIR IS NEEDED

ADDITIONAL COMMENTS

AT N/C GOOD-WILLIGESTURE.

#250145



BOYETTE, TATE 2005  
710



## TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00091962	Description/Serial Number 71191722 REPLACEMENT G6461442	Repairman - Dale Lewis
Account # - R-	Model 710 Center Fire with 22 inch barrel Caliber: 270 W/SCOPE	Date Received - 1/27/2005
		Estimate Date -
		Current Date - 2/8/2005
Customer TATE BOYET E 302 SOUTH 18TH STREET  PALATKA, FL 32177 US		Return To TATE BOYET E / LIZ PACETTI 118 NORTH 19TH STREET  PALATKA, FL 32177 US
Phone (H) (386)-326-1664		Fax
Phone (W)		Email

Reported		Problems	Found
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F
M993	ATTN FRED SUPRY		

Material #		Material Desc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Part						
F202012		LEUPOLD MATTE BLACK 2 PIECE BASE	1	1	0	Y
F202013		LEUPOLD MATTE BLACK MED. 1" RING	1	1	0	Y
Part Total:			2	2	0	
Service						
4000104		ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000254		GR-FIREARM REPLACEMENT	1	1	0	Y
Service Total:			1	1	0	

ProblemNotes exchange rifle for a M/700 SPS 270cal Ramac #27361...mount scope from 710 on new rifle per product service.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00154

**Supry, Fred L.**

---

**From:** Cotter, Ann U.  
**Sent:** Monday, February 28, 2005 9:39 AM  
**To:** King, Janice  
**Cc:** Supry, Fred L.  
**Subject:** check #1800189509

Janice,

Has the following check been returned to corporate?

Check: #0001800189509  
Date: 2/1/05  
Amount: \$896.84  
Vendor Code: 103422 (Ilion One time vendor code)  
Recipient : Tate Boyett

Thanks,

Ann

NEW Address:

161 Pine Crest Circle  
San Mateo FL 32187

ORIGINAL

Remington Arms Company, Inc. *check #1800189509*  
 Madison, North Carolina 27025-0700

Seller's  
Invoice  
Date


*2/1/05*  
*\$896.84*

Purchase Order No. \_\_\_\_\_  
**Fred Supry**  
 Name of Person Originating APV \_\_\_\_\_  
**Illion - 3606**  
 Location/Extension of Originator \_\_\_\_\_  
**01/28/05**  
 Date Prepared \_\_\_\_\_

Seller's Invoice No. \_\_\_\_\_  
 Pay To: **Tate Boyett**  
 Street and No. **302 S. 18th Street**  
 City **Palatka** State **FL** Zip Code **32177**

\_\_\_\_ % \_\_\_\_ Days; Net \_\_\_\_ Days or \_\_\_\_  
 Desired Pay Date

Vendor Code \_\_\_\_\_  
 Pmt Method **Check**

Description	Total	
	Dollars	Cents
to reimburse damages from incident involving a Remington Model 710 270 caliber rifle.	896	.84
reference Tate Boyett file in Product Service and R&E #: 91962.		
tribution		
arms Pre-lit: 8850050-230145		
The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.  Signed:   Signed: _____  Date: <b>1/31/2005</b>	Gross	896.84
	Discount	
	Net	896.84

## Treasury Use Only

Paid \_\_\_\_\_  
 ance No. \_\_\_\_\_  
 Acct \_\_\_\_\_  
 Currency) \_\_\_\_\_

PS00156

# Display Check Information

☒ Check recipient
 ☐ Check issuer
 ☐ Accompanying docs
 ☒ Payment document

Company code: **BA9**
 Payment document no.: **2000003210**

## Bank details

House bank: **BOAAP**
 Bank key: **08142788**  
 Account ID: **BAAP1**
 Bank account number: **3299820135**  
 Bank name: **BANK OF AMERICA ACCOUNT PAYABLE ACCOUNT**  
 City:

## Check information

*check #*  
 Check number: **0001888189569**
 Currency: **USD**  
 Payment date: **02/01/2005**
 Amount paid: **896.84**  
 Check encashment: 
 Cash discount amount: **0.00**  
 Check creation: **02/01/2005**
 Time: **15:09:58**

## Check recipient

Name: **TATE BOVETT**  
 City: **PAUATKA**  
 Payee's country: **US**  
 Regional code: **FL**

**Address and Bank Data**

Bank data

Key No: 183422 Main OIA: G/L 4100065

Company code: RAL Hemington Arms Co. Inc

Item 14 Business partner data

*Added to*

Title: Language key: EN

Name: LATE BOYET

Street: 302 S 18TH STREET

P.O. Box: P.O. box P Code:

City: PAUATKA Postal code: 32127

Country: US Region: FL

Bank key: Bank country:

Bank account: Control key:

Reference: Instruction key:

Tax code 1: DME indicator:

Tax code 2: Tax category:

Tax code 3: Tax number cat:

Tax code 4: ☐ Natural person

Type of bus: ☐ Equalized tax

Type of ind: ☐ Tax on shipping

Rep name:

Prints the window's content

FRD (2) (040) P01AP35 OVR



Document Edit Goto Extras Environment System Help

SAP

Display Document: Line Item 001

More data

Vendor: 03422, Bill to: QTA, C/L Arc: 4100005

Company code: RNC, Hooper Ave

Remission Arms Co, Inc, Doc no: 9000001368

Line item: 1, Invoice: 3

Amount: 896.84, USD

Tax code: 1

Additional details

EL area: 11, Trd part BA

Disc base: 896.84, USD

Pay terms: N00, Days/percent: 0, 0.000, 1, 0, 0.000, 1, 0

Due date: 01/28/2005, Ven:

Print block:

Print method: 6

Clearing: 62/01/2005, 2000003210

Assignment: 20050201

Text: REIMB CUSTOMER FOR 710 DAMAGE R&E 91962, Long text

Prints the window's content

PRD (2) (010) PD1AP05 OVR

**Supry, Fred L.**

---

**From:** Supry, Fred L.  
**Sent:** Tuesday, February 15, 2005 4:03 PM  
**To:** 'Boyettcindy@aol.com'  
**Subject:** RE: this is Tate Boyett

2/15/05

The check should be there pretty soon, I issued the paperwork on 1/28/2005. I'm glad that you are pleased with the new rifle.

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

---

**From:** Boyettcindy@aol.com [mailto:Boyettcindy@aol.com]  
**Sent:** Monday, February 14, 2005 9:59 PM  
**To:** Supry, Fred L.  
**Subject:** Re: this is Tate Boyett

I got the gun today, still waiting on check. The gun will do just fine. Thank you for all your help, if you have any hats and shirts just laying around, I would be happy to wear for your advertising!!!!!! You have made a customer for life....thanks, Tate Boyett

---

This Email has been scanned for Viruses and Spam by an E500 McAfee Engine

PS00160

2/15/2005



2/14/2005

Tate,

The new rifle has already been shipped. If you are truly dissatisfied with the rifle, ship it back to my attention with a note stating that you should have received a "DM" rifle.

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

---

**From:** Boyettcindy@aol.com [mailto:Boyettcindy@aol.com]  
**Sent:** Saturday, February 12, 2005 9:30 PM  
**To:** Supry, Fred L.  
**Subject:** this is Tate Boyett

I looked up the Model 700 SPS on the internet and saw that it does not have a magazine. This was the main reason I bought the Model 710 because of the detachable magazine. Please send me the 700 BDL or the 700 SPS DM. Thank you, Tate Boyett

---

This Email has been scanned for Viruses and Spam by an E500 McAfee Engine

PS00161

File Number:	20917		Arms Service number:	91962	
Last Name:	BOYETTE		First Name:	TATE	
Street:	302 SOUTH 18TH STREET		City:	PALATKA	
State:	FL	Zip:	32177	Home Ph:	386-326-1664
Work Ph:		Product Type:	F	F A T O	
Type Concern:	PD	PI PD P S C	Concern Code:	1008	
Concern:	FIRED ON BOLT CLOSING				
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED		
Assigned To:	SUPRY	Classification:	UND	UNJ UNC UND J	
Settlement Detail:	NEW RIFLE + \$896.84		Settlement Amount:	\$1,096.84	
Date Opened Rem:	1/27/2005	Date Opened by P/S:	1/20/2005	Caliber:	270
Date of Incident:		Date Closed:	1/28/2005	Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	
Model:	710	Serial:	71191722	Date Code:	
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:	<input type="checkbox"/>
Custody:		Obsolete:	<input type="checkbox"/>		
Time of Modification:	10:49:25 AM	Comments:	Had gun jam - took it inside the truck to work on - when the bolt moved the rifle fired through the floorboard of the truck. Sent letter and ARS label to get rifle. APV issued for \$896.84 1/28/05 and new RAMAC 27361 ordered.		
Date of Modification:	1/20/2005				

PS00162

# Remington.

28 January 2005

Tate Boyett  
302 South 18<sup>th</sup> Street  
Palatka, FL 32177

RE: Model 710 Concern

Dear Tate,

We have issued the paperwork needed to get a check for \$896.84 issued to you. It will be your responsibility to get payment to your friend for the damages to his truck. We have also ordered you a Model 700 SPS 270 caliber in exchange for the Model 710 rifle that you returned. You should receive the check in the next couple weeks. The rifle will be sent as soon as we get one from the warehouse.

One lesson to take away from this incident is to never have a loaded firearm in a vehicle or house. Anytime that you need to clear one make sure the muzzle is pointed in a safe direction and extra care must be taken if the firearm is jammed or has malfunctioned in any way.

Incidents like the one you experienced are very rare, so we hope that the rest of your shooting sports experiences are good ones.

Sincerely,



Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
E-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

ORIGINAL

*Remington Arms Company, Inc.*

Madison, North Carolina 27025-0700

Purchase Order No. Fred Supry Seller's Invoice No. \_\_\_\_\_ Seller's Invoice Date \_\_\_\_\_

Name of Person Originating APV Ilion - 3606 Pay To: Tate Boyett

Location/Extension of Originator 01/28/05 Street and No. 302 S. 18th Street

Date Prepared \_\_\_\_\_ City Palatka State FL Zip Code 32177

\_\_\_\_\_% \_\_\_\_ Days; Net \_\_\_\_ Days or \_\_\_\_  
Desired Pay Date

Vendor Code \_\_\_\_\_  
Pmt Method \_\_\_\_\_ Check

Description	Total	
	Dollars	Cents
To reimburse damages from incident involving a Remington Model 710 270 caliber rifle.	896	.84
Reference Tate Boyett file in Product Service and R&E #: 91962.		

Distribution

Rearms Pre-lit: 8850050-230145

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: 

Signed:

Date: 1/31/2005

Gross	896	.84
Discount		
Net	896	.84

## Treasury Use Only

Amount Paid \_\_\_\_\_

Reference No. \_\_\_\_\_

D Amt \_\_\_\_\_  
(Foreign Currency)

PS00164

is too hard to pull back with the bolt is.

I have enclosed the estimate my friend  
got to have his truck fixed.

As far as rifles, I will be happy with  
whatever you decide, maybe a model 700 270 BDL  
or maybe a pump 270 either one will be  
fine.

Thank you

John Bayle

John Bayle  
302 S. 18th St.  
Palatka, FL 32177  
386-326-1664

Serial  
Number:

71191722

Model: 710



RE00091962

Exchange rifle for model 700 SPS 270 cal.  
RAMAC 27361 - Mount scope from 710  
on new rifle - Scrap m/710.

FCS 1/28/2005

10/04

42

1-24-05

Dear Mr. Supry:

Here is the rifle. What happened was I shot a deer, jacked another shell in & pulled the safety. Apparently, it was stuck & when I got in the truck I saw it & tried to put it on safety. I could not move it so I decided to eject the shell, as soon as I grabbed the bolt the gun went off. The trigger was stuck all the way back.

I just had my wife try to put the gun on safety & she could not do it, with the bolt in. After removing the bolt she could easily. It must be hanging somewhere with the bolt, it is too hard to pull back with the bolt in.

I have enclosed the estimate my friend got to have his truck fixed.

As far as rifles, I will be happy with whatever you decide, maybe a model 700 270 BDL or maybe a pump 270 either one will be fine.

Thank you

Jate Bayett

Jate Bayett  
302 S. 18<sup>th</sup> St.  
Palatka, FL 32177  
386-326-1664

Serial Number:

71191722

Model: 710

PS00166



RE00091962

Date: 1/24/05 10:21 AM  
 Estimate ID: 18251  
 Estimate Version: 0  
 Preliminary  
 Profile ID: CUSTOMIZED

this estimate may be more after the carpet and seats are removed we  
 will be able to see other damage

## ST. JOHNS AUTO BODY, INC.

1609 ST. JOHNS AVE. PALATKA, FL 32177  
 (386) 328-4688  
 Fax: (386) 325-6272

Damage Assessed By: TONI SCROGGINS

Deductible: UNKNOWN

Mitchell Service: 912623

Description: 2001 Ford Pickup F150 Lariat

Body Style: 4D PkUpCrw

VIN: 1FTRW08L71KB55140

OEM/ALT: O

Options: 4WD OR AWD, ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER WINDOWS, POWER DOOR LOCKS  
 CRUISE CONTROL, AUTOMATIC TRANSMISSION, AM-FM STEREO/CDPLAYER(SINGLE)

Drive Train: 5.4L Inj 8 Cyl 4WD

Search Code: 6E32177

Line	Entry	Labor		Line Item	Part Type/	Dollar	Labor
	Number	Type	Operation	Description	Part Number	Amount	Units
1	900500	BDY *	REPAIR	R FLOOR PAN	Existing		4.0*
2	204503	BDY	REMOVE/INSTALL	R REAR CAB SCUFF PLATE	Existing		0.2*
3	204504	BDY	REMOVE/INSTALL	L REAR CAB SCUFF PLATE	Existing		0.2*
4	204539	BDY	REMOVE/INSTALL	CONSOLE			0.3
5	900500	BDY *	REMOVE/REPLACE	CARPET	y13z1613000aaa	438.92 *	5.0*
6	201925	BDY	REMOVE/INSTALL	R FRT SEAT ASSY			0.3
7	201926	BDY	REMOVE/INSTALL	L FRT SEAT ASSY			0.3
8	203973	BDY	REMOVE/INSTALL	REAR SEAT ASSY			0.4
9	933005	BDY	ADD'L OPR	RESTORE CORROSION PROTECTION			1.0*

\* - Judgement Item

I. Labor Subtotals						II. Part Replacement Summary		
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			Amount
Body	11.7	36.00	0.00	0.00	421.20 T	Taxable Parts		438.92
						Parts Adjustments		21.95-
						Sales Tax	@ 7.000%	29.19
						Total Replacement Parts Amount		446.16
Labor Summary	11.7				450.68			

ESTIMATE RECALL NUMBER: 1/24/05 10:21:38 18251

Mitchell Data Version:  
 UltraMate Version:

DEC\_04\_A  
 5.0.027

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Page 1 of 2

PS00167

Extraction/ejection: \_\_\_\_\_

Manual safety: OKAY

## DISPOSITION

could not duplicate



File Number:	20917	Arms Service number:	
Last Name:	BOYETTE	First Name:	TATE
Street:	302 SOUTH 18TH STREET	City:	PALATKA
State:	FL	Zip:	32177
Home Ph:	386-326-1664		
Work Ph:		Product Type:	F F A T O
Type Concern:	PD PI PD P S C	Concern Code:	1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Detail:		Settlement Amount:	\$0.00
Date Opened Rem:		Date Opened by P/S:	1/20/2006
Date of Incident:		Caliber:	
Date Closed:		Bullet Weight:	
Date to Analysis:		Date from Analysis:	
Manufacturer:			
Model:	710	Serial:	
Date Code:		Date Mfgd:	
RAMAC:	710	Litigation:	<input type="checkbox"/>
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>
Custody:		Comments:	Had gun jam - took it inside the truck to work on - when the bolt moved the rifle fired through the floorboard of the truck. Sent letter and ARS label to get rifle
Time of Modification:	10:49:25 AM		
Date of Modification:	1/20/2005		

PS00169

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: TATE BOYETTE

Company: \_\_\_\_\_

Street: 302 South 10<sup>th</sup> STREET

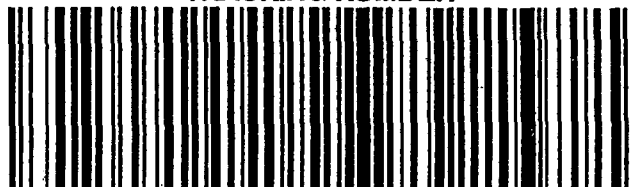
City: PALATKA State: FL ZIP Code: 32177

REF #: | | | | | | | | | | | | | | | | | | | | | |

**A.R.S.** <sup>PD</sup> <sub>F</sub> **TO** ATTN: FRED SUPRY  
REMINGTON ARMS  
14 HOEFLER AVE  
ILION NY 13357

 **UPS Next Day Air®** EXTREMELY URGENT **1**

TRACKING NUMBER




1Z E13 390 27 5000 1897

UPS Authorized Return Service™

0118611

UPS Louisville, KY 2/27/77

 Next Day Air A.R.S. Tracking Number  
1Z E13 390 27 5000 1897

REF #/DATE

PS00170



20 January 2005

Tate Boyette  
302 South 18<sup>th</sup> Street  
Palatka, FL 32177

RE: Model 710 Accidental Discharge

Dear Tate,

We were sorry to learn of the unfortunate incident that you experienced with your new Model 710 rifle. We are certainly glad that no one was hurt. We understand that there is damage to the floor board of the truck.

As we discussed, I have enclosed an ARS label for you to return the firearm to my attention for examination. Please include a note inside the shipping package with your name, address, telephone number, and a brief description of the incident. The note inside is important as sometimes the outside label gets damaged and we want to be sure the rifle is logged in correctly.

We understand that you do not want this rifle or another Model 710. Include in the note what rifle you would be interested in. Once we complete our examination we will contact you to discuss our findings and to discuss how to resolve this concern. We apologize for the inconvenience this incident has caused.

Sincerely,

Fred Supry  
Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
E-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

Date: 1/24/05 10:21 AM  
Estimate ID: 18251  
Estimate Version: 0  
Preliminary  
Profile ID: CUSTOMIZED

III. Additional Costs	Amount	IV. Adjustments	Amount
Total Additional Costs	0.00	Customer Responsibility	0.00
		I. Total Labor:	450.68
		II. Total Replacement Parts:	446.16
		III. Total Additional Costs:	0.00
		Gross Total:	896.84
		IV. Total Adjustments:	0.00
		Net Total:	896.84

**This is a preliminary estimate.**  
**Additional changes to the estimate may be required for the actual repair.**

ESTIMATE RECALL NUMBER: 1/24/05 10:21:38 18251

Mitchell Data Version: DEC\_04\_A  
UltraMate Version: 5.0.027

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Page 2 of 2

PS00172

Date: 1/27/05

By: Bruce T. Davis Sr.

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: Tate Boyett

R.E. Number: 91962

Reason for inspection: Fired on bolt opening - in truck

**FIREARM**

Manufacturer: Rm. Model: 710

Serial Number: 71191722 Date of Manufacture: 10/04

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition: —

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation: —

DIVECCHIA, RONALD  
710 97930 2005

PS00174

File Number:	21356	Arms Service number:	97930
Last Name:	DIVECHIA	First Name:	RONALD
Street:	7 JORDAN ROAD	City:	PEABODY
State:	MA	Zip:	01960
Home Ph:	978-836-6705	Product Type:	F A T O
Work Ph:		Concern Code:	1007
Type Concern:	S	PI PD P S	
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER, UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	REPAIR AS NEEDED N/C	UNJ UNC UND J	
Date Opened Rem:	6/16/2005	Date Closed:	6/16/2005
Date of Incident:		Date from Analysis:	
Date to Analysis:		Date Closed:	6/16/2005
Model:	710	Serial:	71150479
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	8:51:41 AM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	6/22/2005	Obsolete:	<input type="checkbox"/>
Comments:	Could not duplicate fire on safety release. Replace trigger assembly to restore confidence and repair as needed at n/c under warranty.		
Settlement Amount:	\$50.00	Caliber:	270
Manufacturer:	REM	Date Mfgd:	12/30/2003

Product Service Database

Arms Service #: 97930

Last Name: DiVecchia

First Name: Ronald

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Product Type:

Type of Concern:

☒ F A T O  
PI PD P S C

Concern Code: 1007

Concern: \_\_\_\_\_

Cause Code: 4040

Cause: \_\_\_\_\_

Assigned To: Supry

Classification: UND

Settlement Detail: Repair as Needed at r/c

Settlement Amount: 50.00

Date Opened Rem.: 6/16/05

Date Opened PS: 6/16/05

Caliber: 270

Date of Incident: \_\_\_\_\_

Date Closed: 6/16/05

Bullet Weight: \_\_\_\_\_

Date to Analysis: \_\_\_\_\_

Date from Analysis: \_\_\_\_\_

Manufacturer: \_\_\_\_\_

Model: \_\_\_\_\_

Serial: \_\_\_\_\_

Date Code: \_\_\_\_\_

Date Mfgd: \_\_\_\_\_

RAMAC: \_\_\_\_\_

Litigation: \_\_\_\_\_

Prelitigation: \_\_\_\_\_

Obsolete: \_\_\_\_\_

Custody: \_\_\_\_\_

Comments: \_\_\_\_\_



4.5\*

12/03

Ronald DiVecchia  
7 Jordan Road  
Peabody, Massachusetts 01960  
(978) 535-6705

June 13, 2005

Remington Arms  
14 Hoefler Ave.  
Ilion, New York 13357

Repair Center,

Please find enclosed a Remington Model 710 serial number 71150479. Also enclosed is a Model 710 Long Action magazine and parts for the rifles magazine release.

I am returning this rifle for repair. The magazine release has broken where it connects to the retaining pin and spring within the magazine well. Also the rifle will fire when the safety is moved from the safe to the fire position with the trigger finger resting on the trigger.

The enclosed magazine has a broken spring that is in need of replacement.

Best regards,

  
Ronald DiVecchia

*could not duplicate FIRES on  
safety release. replace TRG. ASSM  
to restore confidence. + repair  
as needed. RTK N/C warranty*

*1007  
4040*

Serial  
Number:

71150479

Model: 710



RE00097930

PS00177

Date: 6/16/05

By: Bruce Travis

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: Ronald D. Vecchia

R.E. Number: 97930

Reason for inspection: FSR

**FIREARM**

Manufacturer: Rum.

Model: 710

Serial Number: 71150479

Date of Manufacture: 12/03

Overall external condition: Good

Barrel condition: okay

Receiver condition: okay

Stock condition: okay - painted black

Bolt/firing pin condition: okay

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

Feeding: mag. DAM.

Extraction/ejection: —

Trigger pull: 4.5#

Manual safety: O/CAY

Test firing results (if applicable): —

DISPOSITION

could not duplicate fires on safety release. Replace  
Trig. Assm. to restore confidence. Repair as needed AT  
N/C warranty

ADDITIONAL COMMENTS

GUN WORLD INC.  
710 99062 2005

PS00180

File Number:	21452	Arms Service number:	99062
Last Name:	GUNWORLD INC	First Name:	
Street:	429 SOUTH MAIN STREET	City:	HARRISVILLE
State:	PA	Zip:	16038
Work Ph:	724/735-4490	Product Type:	F A T O
Type Concern:	S	Concern Code:	1007
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	NAGLE	Classification:	UND
Settlement Detail:	REPLACE TRIGGER ASSEMBLY INSERT N/C	UNJ UNC UND J	
Date Opened Rem:	7/29/2005	Date Opened by P/S:	6/4/2005
Date of Incident:		Date Closed:	6/4/2005
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71066667
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	8:44:57 AM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	8/10/2005	Obsolete:	<input type="checkbox"/>
<p>Could not duplicate concern. Replace trigger assembly insert and repair as needed at  n/c - under warranty</p>			
<p>Settlement Amount: \$0.00</p> <p>Caliber: 30.06</p> <p>Bullet Weight: REM</p> <p>Manufacturer: REM</p> <p>Date Mfgd: 6/13/2002</p>			

PS00181

Product Service Database

Arms Service #: 99062

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Product Type: F A T O  
Type of Concern: PI PD P S C

Concern Code: 1007 Concern: \_\_\_\_\_

Cause Code: 4040 Cause: \_\_\_\_\_  
Assigned To: FN  
Classification: UND

Settlement Detail: \_\_\_\_\_  
Settlement Amount: \_\_\_\_\_

Date Opened Rem.: \_\_\_\_\_ Date Opened PS: 8-4

Caliber: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Date Closed: 8-4

Bullet Weight: \_\_\_\_\_  
Date to Analysis: \_\_\_\_\_  
Date from Analysis: \_\_\_\_\_  
Manufacturer: \_\_\_\_\_  
Model: 710  
Serial: \_\_\_\_\_  
Date Code: \_\_\_\_\_  
Date Mfgd: G-02  
RAMAC: \_\_\_\_\_

Litigation: \_\_\_\_\_ Prelitigation: \_\_\_\_\_ Obsolete: \_\_\_\_\_  
Custody: \_\_\_\_\_  
Comments: \_\_\_\_\_

USE COMMENT

Serial  
Number:

71065667

Model: 710



RE00099062

REPAIR TAG	
PHONE	DATE RECEIVED
724-735-4490	
CUSTOMER'S NAME	
GUN WORLD, INC.	
ADDRESS	
427 S. MAIN ST.	
	DATE PROMISED
HARRISVILLE	11-16-98
WORK TO BE DONE	
CUSTOMER CLAIMS GUN	
FIRED WHEN HE PUT	
SAFETY INTO FIRE POSITION.	
ALSO HE SAID THE BOLT	
WILL FALL OUT OF ACTION	
WHEN WORKING IT.	

could not duplicate concern.  
replace TRCO, ASSM, INSERT &  
Repair as needed w/ w/c  
WARRANTY.

Date: 7/29/05

By: Bruce Thomas

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Gun World Inc.

R.E. Number: 99062

Reason for inspection: FSR

FIREARM

Manufacturer: Rem.

Model: 710

Serial Number: 71065667

Date of Manufacture: 6/02

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

PS00184



Feeding: —

Extraction/ejection: —

Trigger pull: 4#

Manual safety: OKAY

Test firing results (if applicable): —

DISPOSITION

could not duplicate concern. Replace trig. assm.  
Insert a repair as needed at A/C was already

ADDITIONAL COMMENTS

Hammond Jerome  
710 AD

2005  
93669

File Number:	21097	Arms Service number:	93669		
Last Name:	HAMMOND	First Name:	JEROME		
Street:	210 COUNTY ROAD 641	City:	ROANOKE		
State:	AL	Zip:	36274		
Home Ph:	256-449-6269	Work Ph:			
Product Type:	F	F A T O			
Type Concern:	PD	PI PD P S C	Concern Code:	1025	
Concern:	UNEXPLAINED DISCHARGE				
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED		
Assigned To:	SUPRY	Classification:	UND	UNJ UNC UND J	
Settlement Detail:	REIMBURSEMENT OF \$900		Settlement Amount:	\$900.00	
Date Opened Rem:	2/28/2005	Date Opened by P/S:	3/1/2005	Caliber:	270
Date of Incident:		Date Closed:	3/2/2005	Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	
Model:	710	Serial:	71072587	Date Code:	
Date Mfgd:	8/21/2002	RAMAC:	710	Litigation:	<input type="checkbox"/>
PreLitigation:	<input checked="" type="checkbox"/>	Obsolete:	<input type="checkbox"/>	Custody:	
Comments:	Claims rifle fired inside truck while it was unattended, shooter was standing outside of truck. \$2500 damages. Remington agreed to reimburse him for the rifle plus the insurance deductible. APV issued for \$900 3/2/2005.				
Time of Modification:	4:06:03 PM	Date of Modification:	3/2/2005		

Remington Arms Company, Inc.

PS00188

# Remington.

## Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: <u>Model 710</u>	Serial Number: <u>71072567</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Jerome Hammond</u>	Date of Purchase: <u>December 2003</u>
Address (no PO Boxes): <u>210 COUNTY ROAD 641</u>	
City: <u>Roanoke</u>	State: <u>Alabama</u> Zip: <u>36274</u>
Phone (Daytime): <u>(256)-449-6269</u>	Fax:
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: <u>This firearm discharged inside a truck with</u> <u><del>no</del> no one around it. The safety was in the</u> <u>safe position. Enclosed is a letter with</u> <u>further details.</u>	
Ammunition Information:	
Manufacturer: <u>Remington Core-Lock</u>	Type: <u>.270 Caliber</u>
Other (i.e. bullet weight/type, shot size, powder): <u>150 grain</u>	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Remington Rem Oil</u>	
How often do you clean the bore? (Months or Number of rounds) <u>3-4 Time Yearly</u>	

of rounds) same  
or Number of rounds) same

71072567

Model: 710



RE00093669

PS00189

To Whom This may Concern 2-15-05

I called Remington Customer Service and talked with Kay about the firearm that accompanies this letter. Here is a description of what happened with this firearm.

My son and a friend were returning from deer hunting and put their rifles (both were loaded) into his friend's truck. They were standing outside the truck talking when this firearm discharged on its own resulting in a hole in his transmission. The boys, ages 20 and 23 are very responsible and safe when using firearms. This discharge of this rifle on its own could easily have been more tragic. Upon their inspection of the rifle they found the safety was in the safe position. Why did this gun discharge?

I talked with another gun owner who has the same model firearm but in a different caliber. His firearm discharged in a similar manner as this one. His has already been repaired by Remington. My question is: How many of these model 710 firearms have had problems? Do you have a defective firearm that needs to be recalled before someone gets killed?

I own Three Other Remington products and have used these for Thirty years with no problems until now. I am enclosing proof from The boys insurance company on damages To his Truck.

Would you please notify me upon inspection of This Firearm. I really Don't want This gun or a replacement just like it because I'll always wonder if it will malfunction again. If AT ALL possible I would Like Remington To pay all damages To The vehicle.

You may get in contact with me Monday Thru Thursdays After 3:00 P.m.

Thank You,  
Jerome Hammond

210 CO. Rd. 641  
Roanoke, Ah. 36274

(256)-449-6269

Date: 01/26/2005 07:02 PM  
 Estimate ID: 05-5174561-01  
 Estimate Version: 0  
 Committed  
 Profile ID: East\_all parts types

## PROGRESSIVE

Damage Assessed By: Natalie Coppock

\* Product Type Auto  
 \* Date of Loss: 01/08/2005  
 \* Deductible: 500.00  
 Policy No: 50586535-006

\* Claim Number: 05-5174561-01

Insured: REBECCA ROLLINS  
 Claimant: JOSHUA ROLLINS  
 Address: 3275 COUNTY ROAD 63 WOODLAND, AL 36280  
 Telephone: Work Phone: (256) 357-4879 Home Phone: (256) 449-6642

Mitchell Service: 912623

Description: 1998 Ford Pickup F150 XLT  
 Body Style: 2D Pkpw 7' Bed 120" WB  
 VIN: 1FTZF18W6WNC05502  
 Mileage: 124,709  
 OEM/ALT: A  
 Color: MAROON  
 Options: 4WD OR AWD, ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER WINDOWS, POWER DOOR LOCKS  
 CRUISE CONTROL, AUTOMATIC TRANSMISSION, XLT (F PICKUP)  
 AM-FM STEREO/CDPLAYER(SINGLE)

Vehicle Production Date: 00/00  
 Drive Train: 4.6L Inj 8 Cyl 4WD

Search Code: BIRMINGHA1

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
SPECIAL ENTRY							
1	900500	MCH*	REMOVE/REPLACE	TRANSMISSION ASSEMBLY	Used/Recycled	1,400.00 *	9.6*
2				LKQ, S/W ANDY LIFETIME WARRANTY 205-841-8733			
3				LINE MARKUP %25.00		350.00	
4	900500	BDY*	REMOVE/REPLACE	INTERIOR CARPET	New	629.90 *	5.0*
5	900500	BDY*	REPAIR	REPAIR HOLE IN FLOOR	Existing		2.0*
6	900500	MCH*	REPAIR	DIAGNOSTIC CHARGE ON IV	Existing		1.5*

\* - Judgement Item

I. Labor Subtotals						II. Part Replacement Summary		Amount
Units	Rate	Add'l Labor Amount	Sublet Amount	Totals				
Body	7.0	38.00	0.00	266.00		Taxable Parts		2,029.90
Mechanical	11.1	50.00	0.00	555.00		Parts Adjustments		350.00
Non-Taxable Labor				821.00		Sales Tax @ 8.000%		190.39
Labor Summary				821.00		Total Replacement Parts Amount		2,570.29

ESTIMATE RECALL NUMBER: 01/26/2005 18:58:17 05-5174561-01

Mitchell Data Version:  
 UltraMate Version:

DEC\_04\_A  
 5.5.008

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Page 1 of 3

PS00192



Date: 01/26/2005 07:02 PM  
Estimate ID: 05-5174561-01  
Estimate Version: 0  
Committed  
Profile ID: East\_all parts types

III. Additional Costs	Amount	IV. Adjustments	Amount
Total Additional Costs	0.00	Insurance Deductible	500.00-
		Customer Responsibility	500.00-
		I. Total Labor:	821.00,
		II. Total Replacement Parts:	2,570.29
		III. Total Additional Costs:	0.00
		Gross Total:	3,391.29
		IV. Total Adjustments:	500.00-
		Net Total:	2,891.29

Point(s) of Impact  
0 Unknown (P)

THIS IS A DAMAGE ASSESSMENT ONLY--NOT AN AUTHORIZATION TO REPAIR -  
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT  
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND  
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE  
COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

REPAIR SHOP MANAGER'S/AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT  
ON COST OF REPAIRS, TOWING/STORAGE CHARGES, AND TO COMPLETE ALL LISTED REPAIRS

ESTIMATED COMPLETION DATE: \_\_\_\_\_

#### LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in the event of form, fit, finish, durability or functionality, Progressive will arrange to pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641.

This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPACT  
ESTIMATE RECALL NUMBER: 01/26/2005 18:58:17 05-5174561-01

Mitchell Data Version:  
UltraMate Version:

DEC\_04\_A  
5.5.008

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Page 2 of 2

PS00193

Date: 01/26/2005 07:02 PM  
Estimate ID: 05-5174561-01  
Estimate Version: 0  
Committed  
Profile ID: East\_all parts types

MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT.

THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

#### Part Type Terms and Abbreviations

NEW and OEM or part number displayed -- These refer to a new, original equipment manufacturer part.

NON-OEM and A/M and QUAL REPL -- These refer to an after-market part, which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ -- These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE -- These refer to used/recycled OEM parts that have been refurbished.

#### Event Log

File Created:	01/26/2005 06:38:41 PM
Estimate Started:	01/26/2005 06:41:40 PM
Estimate Printed:	01/26/2005 07:02:51 PM
Estimate Committed:	01/26/2005 06:58:17 PM
Estimate Uploaded:	Estimate not uploaded

ESTIMATE RECALL NUMBER: 01/26/2005 18:58:17 05-5174561-01

Mitchell Data Version:  
UltraMate Version:

DEC\_04\_A  
5.5.008

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PS00194

Date: 3/1/05

By: Bruce Travis

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: Jerome Hammond

R.E. Number: 93669

Reason for inspection: discharged inside truck w/no one around  
IT - DAMAGED TRANSMISSION

**FIREARM**

Manufacturer: Kem. Model: 710

Serial Number: 71072567 Date of Manufacture: 8/02

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: grip cap miss

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:



Hudson, John  
710

8005  
90945

File Number:	20908		Arms Service number:	30945	
Last Name:	HUDSON		First Name:	JOHN	
Street:	1615 MT. HOLLY ROAD		City:	ROCK HILL	
State:	SC	Zip:	29730	Home Ph:	803-980-4976
Work Ph:		Product Type:	F	F A T O	
Type Concern:	PD	PI PD P S C	Concern Code:	1008	
Concern:	FIRED ON BOLT CLOSING				
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED		
Assigned To:	SUPRY	Classification:	UND	UNJ UNC UND J	
Settlement Detail:	REIMBURSEMENT		Settlement Amount:	\$1,291.26	
Date Opened Rem:	1/14/2005	Date Opened by P/S:	1/14/2005	Caliber:	3006
Date of Incident:		Date Closed:	1/25/2005	Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	
Model:	710	Serial:	71065894	Date Code:	PW
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:	<input checked="" type="checkbox"/>
Custody:		Obsolete:	<input type="checkbox"/>		
Time of Modification:	4:20:13 PM				
Date of Modification:	1/17/2005				
Comments:		Claim is that the rifle fired as he raised it up and closed the bolt. Rifle was inside the truck and shot the seat and door of the truck. I talked to Mr. Hudson on 1/17/2005, he is getting an estimate for the repairs. Reimburse customer \$1291.26 to cover repairs and rifle. APV issued 1/25/2005.			

PS00198

# Remington

710

1/02

Model Number: 710		Repair Instructions: Safety	
Serial Number: 71065894			
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: John Hudson		Date of Purchase: 2 yrs	
Address (No PO Boxes): 1615 Mt Holly Rd			
City: Rock Hill		State: SC	Zip: 29730
Phone (Daytime): 803-980-4976		Fax:	
E-mail Address:			

Please describe your problem: when I move the bolt to unload gun it fire while on safe. I had put gun in front seat to take my coat off when I pick the gun up to unload the gun was on safe I moved the bolt the gun fire I shot a hole in the door of a 2001 Dodge Ram my brother in-law was with me his name is Jeff Howe His Phone # 803-327-5800 8802

## Ammunition Information:

Manufacturer: Hornady Type: Custom 165 gr SSJ  
Cartridge (i.e. bullet weight/type, shot size, powder):

## Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

SCRAP RIFLE  
CLOSE RATE  
Customer Reimbursed  
FIS 1/25/05

## Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington Bore  
How often do you clean the bore? (Months or Number of rounds) once a month  
How often do you clean the action? (Months or Number of rounds)  
How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: gun oil  
How often do you lubricate the bore? (Months or Number of rounds) After About 5 shots  
How often do you lubricate the action? (Months or Number of rounds) once every 2 months  
How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance instructions in the owners manual? YES ☒ NO

Comments:

When was the last time that your firearm was serviced by a repairman/gunsmith? never  
What were the services performed?

Serial Number:

71065894

Model: 710

PS00199



RE00090945

Remington Arms Company, Inc.

**Seller's  
Invoice  
Date**

Seller's Invoice No. \_\_\_\_\_ Date \_\_\_\_\_

Pay To: John Hudson

Street and No. 1615 Mt. Holly Road

City Rock Hill State SC Zip Code 29730

Vendor Code	
Pmt Method	Check

## Distribution

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

**Signed:**

**Signed:**

Date:

**1/25/2005**

Gross	1,291	.28
Discount		
Net	1,291	.28

ite Paid

Reference No.

nk Acct

ign Currency)

PS00200



ATTN. FRED SUPRY @ REMINGTON ARMS CO.,  
I WOULD LIKE A REFUND ON MY GUN INSTEAD OF REPAIR.  
INCLOSED IS THE ESTIMATES ON REPAIRING THE TRUCK.

THANKS,

JOHN HUDSON

*John W. Hudson*

Rifle	-	\$400.00
Truck Repair	-	688.28
Seal cover	-	<u>209.00</u>
		\$ 1297.28



P. O. Box 136  
ROCK HILL, SOUTH CAROLINA 29730

SHEET NO. \_\_\_\_\_ OF \_\_\_\_\_ SHEETS

[illegible]

* CODE	N-NEW	U-USED	R-REBUILT
--------	-------	--------	-----------

PS00203

File Number:	20908		Arms Service number:	90945	
Last Name:	HUDSON		First Name:	JOHN	
Street:	1615 MT. HOLLY ROAD		City:	ROCK HILL	
State:	SC	Zip:	29730	Home Ph:	303-980-4976
Work Ph:		Product Type:	F	F A T O	
Type Concern:	PD	PI PD P S C	Concern Code:	1008	
Concern:	FIRED ON BOLT CLOSING				
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED		
Assigned To:	SUPRY	Classification:	UND	UNJ UNC UND J	
Settlement Detail:				Settlement Amount:	\$0.00
Date Opened Rem:	1/14/2005	Date Opened by P/S:	1/14/2005	Caliber:	3006
Date of Incident:		Date Closed:		Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	
Model:	710	Serial:	71065894	Date Code:	PW
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:	<input checked="" type="checkbox"/>
Custody:		Obsolete:	<input type="checkbox"/>		
Time of Modification:	4:20:13 PM	Comments: Claim is that the rifle fired as he raised it up and closed the bolt. Rifle was inside the truck and shot the seat and door of the truck. I talked to Mr. Hudson on 1/17/2005, he is getting an estimate for the repairs.			
Date of Modification:	1/17/2005				

PS00204

# Remington

11/02

Model Number: 710	Repair instructions: Safety
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Serial Number: 71065894
Name: John Hudson	Date of Purchase: 24rs
Address (No PO Boxes): 1615 Mt Holly Rd	
City: Rock Hill	State: SC
Phone (Daytime): 803-980-4976	Zip: 29730
E-mail Address:	Fax:

Please describe your problem: when I move the bolt to unload gun it fire while on safe. I had put gun in front of seat to take my coat off when I pick the gun up to unload the gun was on safe I moved the bolt the gun fire I shot a hole in the door of a 2001 Dodge Dodge Ram my brother in-law was with me his name is Jeff Howe. His Phone # 803-327-5800 8802

## Ammunition Information:

Manufacturer: Hornady Type: Custom 165 gr SST  
Other (i.e. bullet weight/type, shot size, powder):

## Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

## Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington Bore  
How often do you clean the bore? (Months or Number of rounds) once a month  
How often do you clean the action? (Months or Number of rounds)  
How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: gun oil  
How often do you lubricate the bore? (Months or Number of rounds) After About 5 shots  
How often do you lubricate the action? (Months or Number of rounds) once every 2 months  
How often do you lubricate the trigger assembly? (

Have you reviewed the cleaning and maintenance : owners manual? YES ☒ NO

Comments:

When was the last time that your firearm was servi repairman/gunsmith? never

What were the services performed?

Serial Number: 71065894

Model: 710



PS00205

RE00090945

Accuracy. Dependability.  
TWENTY CARTRIDGES  
AMMUNITION

**Hornady**

CUSTOM

30-06 SPRG  
165 gr. SST

#81154

20 CARTRIDGES

Muzzle	100 yds	200 yds	300 yds	400 yds	500 yds
2800 fps	+1.5"	0.0"	-8.0"	-22.8"	-46.0"

Lot # 020516



**NOTICE:** Hornady Custom cartridges are manufactured to be fired only in firearms which are in good condition, and originally designed and chambered for this cartridge. Keep out of reach of children.

**WARNING:** Hornady Light/Heavy Magnum ammunition should not be used in firearms having gas or recoil actions (semi-auto, auto). Check with your local gunsmith, gun manufacturer, or call Hornady Manufacturing 1-800-338-3220 for specifics.

**LEAD WARNING:** Discharging firearms in poorly ventilated areas, cleaning firearms or handling ammunition may result in exposure to lead and other substances known to cause birth defects, reproductive harm and other serious physical injury. Have adequate ventilation at all times. Wash hands thoroughly after exposure.

**WE GUARANTEE** the exercise of reasonable care in the manufacture of this ammunition, but assume no other further responsibility, expressed or implied.

**REMARQUE:** les cartouches Hornady Custom sont conçues pour être tirées dans des armes à feu qui sont en bon état et qui, à l'origine, ont été fabriquées et chambrées pour cette cartouche. Ranger hors de la portée des enfants.

**AVERTISSEMENT:** Il est préférable de ne pas utiliser les munitions légères / lourdes Magnum Hornady avec des armes à gaz ou à ressort (semi-automatique ou automatique). Demandez conseil à votre armurier ou votre fabricant d'armes local, ou appelez la fabrique Hornady au 1-800-338-3220 pour toutes questions spécifiques.

**RISQUES DUS AU PLOMB:** lors de la décharge d'armes à feu dans des zones mal aérées, du nettoyage d'armes à feu ou de la manipulation de munitions, vous risquez d'entrer en contact avec du plomb ou d'autres substances connues pour être responsables d'anomalies génitales, avoir des effets négatifs sur la reproduction et pouvant être la cause d'autres blessures graves. Prévoyez une aération suffisante en tous temps. Nettoyez soigneusement vos mains après tout contact.

**NOUS GARANTISSONS** que ces munitions ont été fabriquées de manière soignée mais ne portons aucune autre responsabilité exprimée ou implicite.

Hornady Mfg. Co., Box 1846, Grand Island, NE 68802-1846

YOUR  
PURCHASE  
SUPPORTS



Hornady is proud to contribute a percentage of our sales to the National Shooting Sports Heritage Fund to foster a better understanding and greater participation in the shooting sports.



Date: 1/14/05

By: BRUCE TRAVIS SR.

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: John Hudson

R.E. Number: 90945

Reason for inspection: fired when moving bolt to unload - hit truck

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 71065894 Date of Manufacture: 1/02

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

Feeding: \_\_\_\_\_

Extraction/ejection: 1

Trigger pull: 7.5 #

Manual safety: OKAY

Test firing results (if applicable):

DISPOSITION

### ADDITIONAL COMMENTS

could not duplicate



2005  
2005  
Mark's Outdoor Sports and  
Gear

# Remington.

## TRACKING DOCUMENT



Repair Order Number

Repair Order Number

RE00091919

Account # - R-

Description/Serial Number

71142734

Model 710 Center Fire with 22 inch  
barrel Caliber: 270 WIN LESS SCOPE

Repairman - Carl Cotton

Date Received - 1/26/2005

Estimate Date -

Current Date - 2/3/2005

Customer

MARKS OUTDOOR SPORTS  
1400 B MON GOMERY HIGHWAY

IRMINGHAM, AL 35216 US

Return To

MARKS OUTDOOR SPORTS  
1400 B MON GOMERY HIGHWAY

IRMINGHAM, AL 35216 US

Phone (H) (205)-822-2010

Phone (W)

Fax (205)-822-2984

Email

### Problems

Reported

M123 FORWARD TO PRODUCT SERVICE  
FOR INSPECTION  
M172 CLOSSES HARD OVER SHELL  
M992 FIRED WHEN CLOSING BOLT

Found

M172 CLOSSES HARD OVER SHELL

### Repair

Material # MaterialDesc

Quantity  
Needed

Quantity  
From Inv

Quantity  
From Kit

Warranty  
(Y/N)

Part

F305390 710 BOLT HEAD ASSEMBLY

Part Total:

1	1	0	Y
1	1	0	

Service

4000104 ARMS SERV SHIPPING & HANDLING

4000117 GR-PROOF

4000119 GR-TEST

4000294 GR-CHECK TPA

Service Total:

0	0	0	Y
1	1	0	Y
1	1	0	Y
1	1	0	Y
3	3	0	

Condition

LESS SCOPE

ProblemNotes

Replaced bolt head assy.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00210

File Number:	20963	Arms Service number:	91919
Last Name:	MARKS:OUTDOOR SPORTS	First Name:	
Street:	1408 MCNIGOMERY HWY	City:	BIRMINGHAM
State:	AL	Zip:	35216
Home Pn:		Product Type:	F A T O
Work Pn:		Concern Code:	1006
Type Concern:	PI PD P S		
Concern:	UNEXPLAINED DISCHARGE - SAFE OFF		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPLY	Classification:	UNC
Settlement Detail:	REPLACE TRIGGER ASSEMBLY N/C GOODWILL	UNJ UNC UND J	
Date Opened Rem:	11/27/2005	Date Opened by P/S:	11/27/2005
Date of Incident:		Date Closed:	11/27/2005
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	74142734
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	3:30:17 PM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	11/27/2005	Obsolete:	<input type="checkbox"/>
Comments:	Could not duplicate the reported concern.		
		Settlement Amount:	\$65.00
		Caliber:	
		Bullet Weight:	
		Manufacturer:	REM
		Date Mfgd:	10/3/2005

# MARK'S

## OUTDOOR SPORTS

1400-B Montgomery Highway  
Birmingham, Alabama 35216  
(205) 822-2010  
Fax (205) 822-2984  
www.marksoutdoorsports.com

10/03

S.57

DATE 1-19-05 20

Remington  
Model 710 270  
S/N 71142734

QUANTITY	ARTICLE AND DESCRIPTION	PRICE
	Bolt will not close.	
	Foot's Tip of Each Round	
	When loading.	
	Accidently went off	
	When bolt was closed	
	Please Repair or Replace	
	gun.	
	Thanks	
	Bill	
	Customer: Kirk Etheredge	
	could not duplicate concern.	
	repair + replace trigger. Ass'n & check over	
	completely at N/C this action	
	NO REFUNDS ON LAYAWAYS confidence in rifle	

Serial Number: **71142734**

Model: **710**



RE00091919

PS00212

Date: 1/27/05

By: Rance TRAVIS

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: MARK'S OUT-SPTS.

R.E. Number: 91919

Reason for inspection: FBC

**FIREARM**

Manufacturer: Rem. Model: 710

Serial Number: 71142734 Date of Manufacture: 10/03

Overall external condition: Good

Barrel condition: okay - rusty

Receiver condition: okay - rusty

Stock condition: okay

Bolt/firing pin condition: okay

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:



RAPER, GARY D  
710 101322 2005

PS00215

File Number:	21567	Arms Service number:	101322
Last Name:	RAPER	First Name:	GARY D
Street:	6902 WEST ALFRED LANE	City:	ELLETTSVILLE
State:	IN	Zip:	47429
Home Ph:	812-876-5858	Product Type:	F A T O
Work Ph:		Concern Code:	1025
Type Concern:	S	Pl PD P S	
Concern:	UNEXPLAINED DISCHARGE		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPLY	Classification:	UND
Settlement Detail:	REPAIR UNDER WARRANTY	UNJ UNC UND J	
Date Opened Rem:	9/20/2005	Date Opened by P/S:	9/20/2005
Date of Incident:		Date Closed:	9/21/2005
Date to Analysis:		Date from Analysis:	
Model:	7410	Serial:	74117352
RAMAC:	7410	Date Code:	OY
Custody:		Prelitigation:	
Time of Modification:	2:19:04 PM	Obscure:	
Date of Modification:	9/22/2005		
<p>Could not duplicate concern. Clean action and check over completely. Repair as needed - under warranty.</p>			

PS00216



Product Service Database

Arms Service #: 101322

Last Name: Raper First Name: GARY

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Product Type: F A T O  
Type of Concern: PI PD P S C

Concern Code: 1025 Concern: \_\_\_\_\_

Cause Code: 4040 Cause: \_\_\_\_\_  
Assigned To: Supry

Classification: UND

Settlement Detail: Repair under warranty

Settlement Amount: \_\_\_\_\_

Date Opened Rem.: 9/20/05 Date Opened PS: 9/20/05

Caliber: 7mmmag

Date of Incident: \_\_\_\_\_ Date Closed: 9/21/05

Bullet Weight: \_\_\_\_\_

Date to Analysis: \_\_\_\_\_

Date from Analysis: \_\_\_\_\_

Manufacturer: \_\_\_\_\_

Model: 710

Serial: \_\_\_\_\_

Date Code: 0Y

Date Mfgd: 7/20/04

RAMAC: \_\_\_\_\_

Litigation: \_\_\_\_\_ Prelitigation: \_\_\_\_\_ Obsolete: \_\_\_\_\_

Custody: \_\_\_\_\_

Comments: \_\_\_\_\_

Could not duplicate concern. Clean action  
and check over completely. repair as needed  
under warranty.

PS00217

7.0#  
7/04

# Remington

## Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 710 7mm M4		Serial Number: 71177352	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: GARY D. RAPER		Date of Purchase: 13 MAY 2005	
Address (no PO Boxes): 6902 W. Alfred LANE			
City: Ellettsville		State: IN	Zip: 47429
Phone (Daytime): 812-876-5858		Fax:	
E-mail Address: gary-raper@baxter.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Gun fired without trigger being pulled and bolt not locked down. Bolt Action will not work with ammo. Bought box of Remington Core-Lokt and after picking up the empty brass, I found that 3 shells were 30-06. Those 3 shells shot through my rifle. Basically, I think this model is the worst Remington I have ever owned and would NEVER have another one like it. This gun is a total waste of my money.			
Ammunition Information:			
Manufacturer: Remington		Type: Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 150-gr			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			

could not duplicate concern  
replace TPA check over completely  
repair as needed at N/C

Serial Number:

71177352

Model: 710



RE00101322

of rounds)
of rounds)
or Number of rounds)

Date: 9/20/05

By: Bruce Travis

**FIREARM INSPECTION WORKSHEET**

**BACKGROUND**

Customer name: GARY D. RUPPER

R.E. Number: 101322

Reason for inspection: Good

**FIREARM**

Manufacturer: Plem

Model: 710

Serial Number: 71177352

Date of Manufacture: 7/04

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition: —

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation: —

Feeding:                     

Extraction/ejection:                     

Trigger pull: 4.5H

Manual safety: 01044

Test firing results (if applicable):                     

DISPOSITION

could not duplicate concern. replace TPA, check  
oven completely, repair as needed at N/C

ADDITIONAL COMMENTS

WARRANTY

2025  
The Gun Retreat 11/10  
2021



## TRACKING DOCUMENT



Repair Order Number

Repair Order Number

RE00091936

Description/Serial Number

71150196

Repairman - Herb Brown

Date Received - 1/27/2005

Account # - R-

Model 710 Center Fire Caliber: 270

Estimate Date -

Current Date - 1/31/2005

Customer

THE GUN RETREAT  
316 W 33RD ST

Return To

THE GUN RETREAT  
316 W 33RD ST

EDMOND, OK 73013 US

EDMOND, OK 73013 US

Phone (H) (405)-478-0300

Fax

Phone (W)

Email

### Problems

#### Reported

M138 WILL NOT FEED PROPERLY  
M992 FIRES ON CLOSING

#### Found

M123 FORWARD TO PRODUCT SERVICE F  
M178 TRIG ADJ SCREWS RESET, CANNOT

### Repair

Material #	MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Part					
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	1	0	Y
Part Total:		1	1	0	
Service					
4000294	GR-CHECK TPA	1	1	0	Y
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000119	GR-TEST	1	1	0	Y
Service Total:		2	2	0	

ProblemNotes

All trigger screws set altered. Replace trigger assm. and checke over completely. Final ream and polish chamber.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00222

File Number:	20955	Arms Service number:	91936
Last Name:	THE GUN RETREAT	First Name:	
Street:	816 W 33RD STREET	City:	EDMOND
State:	OK	Zip:	73073
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1008
Type Concern:	S	PI PD P S	
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4006	Cause:	ALTERED ADJUSTMENTS OR COMPONENTS
Assigned To:	SUPPLY	Classification:	UNJ
Settlement Detail:	REPLACE TRIGGER ASSEMBLY SPEC PRICE	UNJ UNC UND J	
Date Opened Rem:	11/26/2005	Date Opened by P/S:	11/26/2005
Date of Incident:		Date Closed:	11/27/2005
Date to Analysis:		Date from Analysis:	
Model:	740	Serial:	21150196
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	11/22/2005 12:04:16 PM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	11/27/2005	Obsolete:	<input type="checkbox"/>
Comments:	All trigger adj. screws altered		
Settlement Amount:	\$0.00	Caliber:	270
Bullet Weight:		Manufacturer:	REM
Date Mfgd:	12/3/2005		

5.5

# THE GUN RETREAT

Nyle Taylor  
316 W. 33<sup>rd</sup> Street  
Edmond, OK 73013  
Phone/Fax: (405) 478-0300

To: Remington Arms Co.  
870 Remington Drive  
Madison, N.C.  
27025-0700

Date: 1/16/05

From: The Gun Retreat  
316 W. 33<sup>rd</sup> Street  
Edmond, OK 73013

Serial  
Number:

71150196

Model: 710



RE00091936

To Whom It May Concern:

The contents in this package are being sent to you because of a malfunction that I cannot repair. The notes below describe the problem that I am having with this particular firearm. If you have any questions please call me at (405) 478-0300 (Central Oklahoma area). Thank you very much.

## NOTES:

When Bolt is closed the Gun Fires  
And JAMS -

Remington 710 - Serial # 71150196 -  
CAL - 270 -

ALL TRIG. SET SCREWS ALTERED.

Replace TRIG. ASSM. + check over  
completely for \$20.00

Quote

Nyle Taylor  
The Gun Retreat L.L.C.



Date: 1/26/05

By: Bruce Travis Smith

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Gun Retreat - Nyle Taylor

R.E. Number: 91936

Reason for inspection: FBC

FIREARM

Manufacturer: Rem Model: 710

Serial Number: 71150196 Date of Manufacture: 12/03

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: ALTERED

Adjustments/alterations: ALTERED

Other: —

Headspace: —

Function evaluation:

Feeding: \_\_\_\_\_

Extraction/ejection: \_\_\_\_\_

Trigger pull: 5.5 lb

Manual safety: OKAY

Test firing results (if applicable): \_\_\_\_\_

DISPOSITION

ALL Trig. set screws altered. Replaced Trig. ASSM +  
check over completely for \$20.00 quote

ADDITIONAL COMMENTS

safety moves forward after repeated Trig pulls  
until rifle fires.