Remington Arms Co., Inc.
Product Service
Legal Case #:206

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
113557	6/16/2006	6/19/2006	6/19/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Sports Authority (The)	801 Sunland Park Drive Unit 346	El Paso	TX	79912		W 915-584-6556

Incident Information

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

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/3006	27410	71146509	RX	11/21/2003 6:03:06 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH INC	SCOPE,RINGS,BASE	U

CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca Da Al

PS 06947

replace
TPA,
check over
completely,
clean at n/c

Repair/Replacement Cost	Repair/Replacement Date
65.00	6/19/2006

to restore confidence. charge 230145.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/19/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006
	Date Code		RX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	

PS 06948

Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 06949

Service Work Order

TENNIS / BOWLING / SKATE / PAINTBALL / DELIVERY & ASSEMBLY

No. 1379643

STORE #	DATE	DATE RENTED (DEMO ONLY)	DUE DATE
506	6-1-06		NA
COMPLETED BY	**SOLD BY**	**RETURN DATE (DEMO ONLY)**	AM/PM
Garland	Garland		

1 CUSTOMER INFORMATION

NAME: Andy Almeraz

ADDRESS: 11980 Royal Woods Dr.

CITY: El Paso | STATE: TX | ZIP: 79936

DAY PHONE: (915) 771 8324 | EVENING PHONE: (915) 313-4041

2 MERCHANDISE DESCRIPTION

SKU #	C	S	MGR.	MAKE/MODEL	SERIAL #	PRICE
	X		(A)	Remington 710 30-06		N/A
				serial # 71146509		

C = Customer Product (Manager Initials Required) S= Store Stock

WORK TO BE DONE – TENNIS / BOWLING / SKATE / PAINTBALL / MISC. REPAIRS

SKU #	SERVICE TO BE PROVIDED	PRICE
	Sloppy trigger. will sometimes stays in fire position. Rifle fired while pushing bolt forward to engage	

TENNIS

Serial Number: 71146509

Model: 710

RE00113557

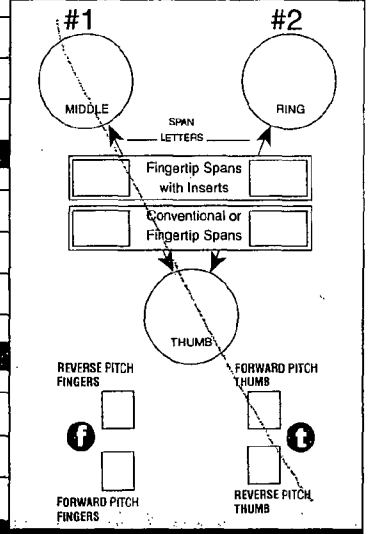
ISION

P SIZE	CONDITION

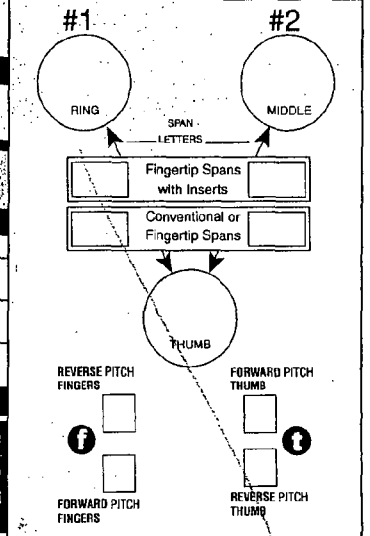
Date

SERVICE	PRICE
DELIVERY	
ASSEMBLY	
DELIVERY & ASSEMBLY	

BOWLING (RIGHT HAND)



BOWLING (LEFT HAND)



Engraving Specifications

3 CUSTOMER SIGNATURE AT THE TIME OF PURCHASE OR DROP OFF

AGREEMENT — I understand that any equipment left longer than 30 days from the due date, may be sold or otherwise disposed of.

DEMO AGREEMENT — I agree to pay the full replacement costs for lost or damaged items. I agree to return all rental equipment in clean condition to the location where rented by the agreed upon date. This agreement contains a waiver of warranties expressed and/or implied.

X BUYER'S SIGNATURE DATE 6/1/06

4 CUSTOMER SIGNATURE AT PICK-UP – TENNIS / BOWLING / SKATE / PAINTBALL / MISC. REPAIRS

X BUYER'S SIGNATURE DATE | X STORE CONTACT SIGNATURE DATE

▲ ALIGN AT TOP OF FORM ▲

PS 06950

5# RX 11/03 CASE #206

Remington Arms Co. Inc
Attn: Arms Service Dept. / Repair
14 Hoefler Ave
Ilion, NY 13357
1-800-243-9700

could not duplicate concern replace TPA, checkered, clean rosestone confidence. ok H/C

#230145

S/N 7.68

0506 001 0325 3334

S
1008
4038

$65.00

Credit Card Payment for Tennis Demo Racquets

Comments Return to:
The Sports Authority
801 Sunland Park Dr. Unit 346
El Paso, TX 79912
(915) 584-6556

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

air Number: RE00113557

y Repair

Serial: 71146509 Model 710 Center Fire Caliber: 30.06 SPRG Produced: 11/21/2003

Repairman: Chuck Dekanek

Status: Shipped 6/21/2006 4:00:03 PM

Address Information

Customer	Received From	Return To	Received From
Name:	SPORTS AUTHORITY 506	SPORTS AUTHORITY 506	
Address 1:	801 SUNLAND PARK DRIVE	801 SUNLAND PARK DRIVE	
Address 2:	PO Box:	PO Box:	
City:	EL PASO	EL PASO	
State:	TX Zip Code: 79912 Country: US	State: TX Zip Code: 79912 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 915 584 6556

Fax:

Email:

Comments:

Received Condition

Fair

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1
A027	Integrated Security Sy	1
A030	ISS Key	2

Repair Search | Refresh | Close

supryfl 1/3/2007 3:15 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Part Search by Nu... | Arms Services Repai... | Service Database... | Customer Service D... | 3:15 PM

PS 06950 A

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: RE00113557

Serial: 71146509 Model: 710 Center Fire Caliber: 30-06 SPRG Produced: 11/21/2003

Repairman: Chuck Dekanek

Status: Shipped 6/21/2006 4:00:03 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: SPORTS AUTHORITY 506	SPORTS AUTHORITY 506
Address 1: 801 SUNLAND PARK DRIVE	801 SUNLAND PARK DRIVE
Address 2: PO Box:	PO Box:
City: EL PASO	EL PASO
State: TX Zip Code: 79912 Country: US	State: TX Zip Code: 79912 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	SLOPPY TRIGGER

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern.Replace trigger assembly,check over and clean to restore confidence at no charge.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryll 1/23/2007 3:15 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Part Search by Nat... | Arms Services Repa... | Service Database... | Customer Service D... | 3:15 PM

PS 06950 6

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: RE00113557

Modify Repair

Serial 71146509 Model 710 Center Fire Caliber 30.06 SPRG Produced 11/21/2003

Repairman: Chuck Dekanek

Status: Shipped 6/21/2006 4:00:03 PM

Address Information

Customer: Received From

Name: SPORTS AUTHORITY 506

Address 1: 801 SUNLAND PARK DRIVE

Address 2: PO Box:

City: EL PASO

State: TX Zip Code: 79912 Country: US

Return To: Received From

SPORTS AUTHORITY 506

801 SUNLAND PARK DRIVE

PO Box:

EL PASO

State: TX Zip Code: 79912 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000118	S	GR-CLEAN	1	1	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts: .00

Labor: .00

Ship/Handling: .00

Est State Tax: .00

Total: .00

☑ Charge Taxes

Repair Search | Refresh | Close

supv1 | 1/3/2007 | 3:15 PM | CAPS | NUM | INS | SCRL

start | Part Search by Nat... | Arms Services Repa... | Service : Database... | Customer Service D... | 3:15 PM

PS 06950 C

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

air Number RE00113557
y Repair

Serial: 71146509 Model: 710 Center Fire Caliber: 30 06 SPRG Produced: 11/21/2003

Repairman: Chuck Dekanek
Status: Shipped 6/21/2006 4:00:03 PM

Address Information

Customer: Received From
Name: SPORTS AUTHORITY 506
Address 1: 801 SUNLAND PARK DRIVE
Address 2: PO Box:
City: EL PASO
State: TX Zip Code: 79912 Country: US

Return To: Received From
SPORTS AUTHORITY 506
801 SUNLAND PARK DRIVE
PO Box:
EL PASO
State: TX Zip Code: 79912 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
6/15/2006 9:39:1	New	valentds	Repair Added
6/15/2006 10:13:	Update	valentds	Repair information change
6/15/2006 10:14:	Closed	valentds	Closed at Expedite
6/19/2006 8:53:4	Maint	pencerl	Repair Maintenance
6/19/2006 10:02:	Expedite	pencerl	From: Product Services
6/19/2006 1:02:1	Estimate	dekanekcg	Estimate Update
6/19/2006 1:05:0	Repairing	System	Immediate SAP Allocation
6/19/2006 2:28:4	Expedite	pencerl	From: Repair Bench

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped
6/21/2006 4:00:03 PM
System
Packing
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supvil 1/3/2007 3:16 PM CAPS NUM INS SCRL

Start | Microsoft Q... | Part Search by Nal... | Arms Services Repa... | Pservice - Data Base... | Customer Service D... | 3:16 PM

PS 06950 D

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

air Number: RE00113557
y Repair

Serial: 71146509 Model: 710 Center Fire Caliber: 30-06 SPRG Produced: 11/21/2003

Repairman: Chuck Dekanek
Status: Shipped 6/21/2006 4:00:03 PM

Address Information

Customer: Received From
Name: SPORTS AUTHORITY 506
Address 1: 801 SUNLAND PARK DRIVE
Address 2: PO Box:
City: EL PASO
State: TX Zip Code: 79912 Country: US

Return To: Received From
SPORTS AUTHORITY 506
801 SUNLAND PARK DRIVE
PO Box:
EL PASO
State: TX Zip Code: 79912 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges
00 UPS Ground
Standard S/H Charge: 0
Additional S/H Charge: 0
Total S/H Charge: 0
Shipment Tracking:
1Z114813A800255407

Repair Type: Firearm
Payment Method: Warranty
Order Nbr: 230145 Product Services

Bill To Address
Name: SPORTS AUTHORITY 506
Address 1: 801 SUNLAND PARK DRIVE
Address 2: PO Box:
City: EL PASO
State: TX Zip Code: 79912 Country: US

Repair Search | Refresh | Close

1/3/2007 3:17 PM CAPS NUM INS SCRL

start | Microsoft Ch... | Part Search by Mil... | Arms Services Repair... | Pearvine - DataBase... | Customer Service D... | 3:17 PM

PS 06950E

Remington Arms Co., Inc.
Product Service
Legal Case #:255

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
114509	7/12/2006	7/13/2006	7/13/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Robert A.	Hunter	RT. 3 Box 2105	Wayne	WV	25570		H 304-272-9002

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern		Unknown	
S	Fired on Safe Release	Concern:1007 Fired on Safe Release				
C						

Two rifles sent in by this customer both with similar concerns, we could not duplicate the concerns on ither rifle.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/3006	27410	71057285	CW	4/16/2002 9:08:46 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		U

CUST.CONCERN:FBR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Install new TA						

Repair/Replacement Cost	Repair/Replacement Date
65.00	7/13/2006

PS 06951

Install new trigger assembly to restore customers faith in rifle.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/13/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006
	Date Code		CW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	

PS 06952

Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 06953

Robert A. Hunter
Rt 3 Box 2105
Wayne, WV 25570

Ph. 304-272-6002

Please Ship both Rifles back together

Serial Number: 71057285
Model: 710
RE00114509

Serial Number: 71063356
Model: 710 114507

KW 5/02
Case # 256

HEAT NO.	TRACER NO.	HEAT OR FIN. PCS.	PAR/COM	LOCATION OR CONT. NO.	BADGE	OPERATION

PS 06954

This Rifle has Discharged accidently 1 Time when the Bolt was Closed

(Both Rifles) could not duplicate malfunction check owner, Fit New TPA, Clean 5# at N/C #230148 CW 4/00

Case # 255

Ship Back To:

Robert A. Hunter
Rt 3 Box 2105
Wayne, WV 25570

Phone 304-272-9002

Return Guns Together (2)

(2-Guns)

I Bought These 2 Rifles At A Wal-Mart Store in Waye County WV in 2004. Last Fall when I was Shooting Them in for Deer Season I accidently Discharge when The Bolt was Closed. Later Shell was in Chamber Bolt was closed and when I took the Saftey off in Discharged

P.S. I purchased These 2 Rifles for my Grandson's 1 16 yr old 1 12 yr old.

I have owned alot of Remington guns and this is the first time I have had a Probleum

Address + Phone on Back

PS 06955

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

air Number: RE00114509
y Repair:

Serial: 71057285 Model: 710 Center Fire Caliber: 30-06 Produced: 04/16/2002

Repairman: Bruce Travis
Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: Received From:
Name: ROBERT A. HUNTER
Address 1: RT. 3
Address 2: PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Return To: Received From:
ROBERT A. HUNTER
RT. 3
PO Box: 2105
WAYNE
State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information
Phone: 304 272 9002
Fax:
Email:
Comments:

Received Condition
Fair
Condition Notes:
CSR Notes: Customer sent in two rifles requesting they be shipped back together. Other rifle on R&E #: 114507

Accessories Received

Code	Desc	Qty
A007	With Stud	2

Repair Search | Refresh | Close

supryfl 1/3/2007 3:24 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Nat... | Arms Services Repa... | Pservice : Database... | Customer Service D... | 3:24 PM

PS 06955 A

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: RE00114509

Repair

Serial: 71057285 Model: 710 Center Fire Caliber: 30-06 Produced: 04/16/2002

Repairman: Bruce Travis

Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: Received From

Name: ROBERT A. HUNTER

Address 1: RT. 3

Address 2:

PO Box: 2105

City: WAYNE

State: WV Zip Code: 25570 Country: US

Return To: Received From

ROBERT A. HUNTER

RT. 3

PO Box: 2105

WAYNE

State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M992	FIRES WHEN BOLT IS CLOSI

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

could not duplicate concern.check over,clean,fit new trigger assm at no charge

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryl 1/3/2007 3:23 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Part Search by Mat... | Arms Services Repa... | Pservice : Database... | Customer Service D... | 3:23 PM

PS 06955 B

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools C5R Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00114509

Serial: 71057285 Model: 710 Center Fire Caliber: 30-06 Produced: 04/16/2002

Repairman: Bruce Travis

Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: Received From

Name: ROBERT A. HUNTER

Address 1: RT. 3

Address 2:

PO Box: 2105

City: WAYNE

State: WV Zip Code: 25570 Country: US

Return To: Received From

ROBERT A. HUNTER

RT. 3

PO Box: 2105

WAYNE

State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts: .00

Labor: .00

Ship/Handling: .00

Est State Tax: .00

Total: .00

Charge Taxes

Repair Search | Refresh | Close

supryl 1/3/2007 3:23 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Ma... | Arms Services Repa... | Pservice : Database... | Customer Service D... | 3:23 PM

PS 06955 c

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: RE00114509

Repair

Serial: 71057285 Model: 710 Center Fire Caliber: 30-06 Produced: 04/15/2002

Repairman: Bruce Travis

Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer	Received From	Return To	Received From
Name	ROBERT A. HUNTER	ROBERT A. HUNTER	
Address 1	RT. 3	RT. 3	
Address 2			
PO Box	2105	2105	
City	WAYNE	WAYNE	
State	WV	WV	
Zip Code	25570	25570	
Country	US	US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
7/12/2006 11:35:	New	sanguinegf	Repair Added
7/12/2006 11:42:	Closed	sanguinegf	Closed at Expedite
7/13/2006 10:15:	Update	supryfl	Address, Billing, or Ship Method C
7/13/2006 11:32:	Maint	pencerl	Repair Maintenance
7/13/2006 11:33:	Expedite	pencerl	From: Product Services
7/14/2006 7:51:4	Estimate	Travisbw	Estimate Update
7/14/2006 7:55:0	Repairing	System	Immediate SAP Allocation
7/17/2006 2:48:0	Expedite	pencerl	From: Repair Bench

- [ ] Shipping Hold
- [ ] Interface Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped

7/21/2006 4:00:02 PM

System

Packing

Repair Location: IDN

Current Location: IDN

Transfer Number:

Repair Search | Refresh | Close

supryfl | 1/3/2007 | 3:23 PM | OVRS | NUM | INS | SCRL

Start | Inbox - Microsoft ... | Part Search By Mat... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:23 PM

PS 06955 D

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: RE00114509
Repair

Serial: 71057285 Model: 710 Center Fire Caliber 30-06 Produced: 04/16/2002

Repairman: Bruce Travis
Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: (Received From)
Name: ROBERT A. HUNTER
Address 1: RT. 3
Address 2: PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Return To: (Received From)
ROBERT A. HUNTER
RT. 3
PO Box: 2105
WAYNE
State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges
00 UPS Ground
Standard S/H Charges: 0
Additional S/H Charges: 0
Total S/H Charges: 0
Shipment Tracking
1Z11481 3A800265236

Repair Type: Firearm
Payment Method: Warranty
Order Nbr: 230145 Product Services

Bill To Address
Name: ROBERT A. HUNTER
Address 1: RT. 3
Address 2: PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Repair Search | Refresh | Close

supryfl 1/3/2007 3:23 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mat... | Arms Services Rep... | Pservice : Databas... | Customer Service ... | 3:23 PM

PS 06955 E

Remington Arms Co., Inc.
Product Service
Legal Case #:256

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
114507	7/12/2006	7/13/2006	7/13/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Robert A.	Hunter	RT. 3 Box 2105	Wayne	WV	25570		H 304-272-9002

Incident Information

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

No fault was found during examination.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/3006	27410	71063356	KW	5/28/2002 1:18:17 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		U

CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Install new TA						

Repair/Replacement Cost	Repair/Replacement Date
65.00	7/13/2006

Could not duplicate concern. Install new trigger assembly to restore customers faith in rifle.

PS 06956

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/13/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006
	Date Code		KW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Test Fired	False	

PS 06957

Tests	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	

PS 06958

Robert A. Hunter
Rt 3 Box 2105
Wayne, WV 25570

Ph. 304-272-8002

PS 06959

Please Ship both Rifles back together

Serial Number: 71057285

Model: 710

RE00114509

Number: 71063356

Model: 710 114 507

KW 5/02

Case # 256

HEAT NO.	TRANSFER NO. OR	TEST OR FIN. PCS.	PAR/COM	LOCATION OR CONT. NO.	BADGE	OPERATION

This Rifle has Discharged Accidently 1 Time when the Bolt was Closed

(Both Rifles) could not duplicate connection
checkown, Fit new TPA, Clean 5#
At N/C #230148 CW 4/00
Closed 255

Ship Back To:

Robert A. Hunter
Rt 3 Box 2105
Wayne, WV 25570

Phone 304-272-9002

Return Guns Together (2)

PS 06960

(2-Guns)

I Bought These 2 Rifles At A Wal-Mart Store In Wayne County WV In 2004. Last Fall When I was Shooting Them In For Deer Season I Accidently Discharge when The Bolt was Closed. Later Shell was in Chamber Bolt was Closed and when I took the Saftey off I'm Discharged.

P.S. I purchased These 2 Rifles For my Grandson's 1 16 yr old 1 12 yr old.

I have owned A lot of Remington guns and This is The Firt Time I have had A Probleum

Address + Phone on Back

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: RE00114507

Serial: 71063356 Model: 710 Center Fire Caliber: 30-06 Produced: 05/28/2002

Repairman: Bruce Travis

Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: ROBERT A. HUNTER	ROBERT A. HUNTER
Address 1: RT. 3	RT. 3
Address 2:	PO Box: 2105
City: WAYNE	WAYNE
State: WV Zip Code: 25570 Country: US	State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 304 272 9002

Fax:

Email:

Comments:

Received Condition

Fair

Condition Notes:

CSR Notes: Customer returned two rifles requesting they be shipped back together. Other rifle is on R&E #: 114509

Accessories Received

Code	Desc	Qty
A007	With Stud	2

Repair Search | Refresh | Close

supryl | 1/3/2007 | 3:26 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Part Search by Nat... | Arms Services Repa... | Pservice : Database... | Customer Service D... | 3:26 PM

PS 06960 A

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: RE00114507
Repair

Serial: 71063356 Model: 710 Center Fire Caliber: 30-06 Produced: 05/28/2002

Repairman: Bruce Travis
Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: Received From
Name: ROBERT A. HUNTER
Address 1: RT. 3
Address 2: PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Return To: Received From
ROBERT A. HUNTER
RT. 3
PO Box: 2105
WAYNE
State: WV Zip Code: 25570 Country: US

FFL

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M992	FIRES WHEN BOLT IS CLOSI

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

could not duplicate concern.check over,fit new trigger assm,clean at no charge

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryll 1/3/2007 3:26 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Nat... | Arms Services Rep... | Pservice : Databas... | Customer Service ... | 3:26 PM

PS 06960 B

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

air Number: RE00114507
y Repair

Serial: 71063356 Model: 710 Center Fire Caliber: 30-06 Produced: 05/28/2002

Repairman: Bruce Travis
Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: Received From
Name: ROBERT A. HUNTER
Address 1: RT. 3
Address 2:
PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Return To: Received From
ROBERT A. HUNTER
RT. 3
PO Box: 2105
WAYNE
State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts: .00
Labor: .00
Ship/Handling: .00
Est State Tax: .00
Total: .00
Charge Taxes

Repair Search | Refresh | Close

supryll 1/3/2007 3:26 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Nat... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:26 PM

PS 06960C

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: RE00114507

Serial: 71063356 Model: 710 Center Fire Caliber: 30-06 Produced: 05/28/2002

Repairman: Bruce Travis

Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer — Received From

Name: ROBERT A. HUNTER
Address 1: RT. 3
Address 2: PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Return To — Received From

ROBERT A. HUNTER
RT. 3
PO Box: 2105
WAYNE
State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
7/12/2006 11:11	New	sanguinegf	Repair Added
7/12/2006 11:27	Closed	sanguinegf	Closed at Expedite
7/13/2006 10:16	Update	supryfl	Address, Billing, or Ship Method C
7/13/2006 11:32	Maint	pencerl	Repair Maintenance
7/13/2006 11:36	Expedite	pencerl	From: Product Services
7/14/2006 7:49:5	Estimate	Travisbw	Estimate Update
7/14/2006 7:50:0	Repairing	System	Immediate SAP Allocation
7/17/2006 2:48:0	Expedite	pencerl	From: Repair Bench

- [ ] Shipping Hold
- [ ] Inter Face Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped 7/21/2006 4:00:02 PM System Racking

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 1/3/2007 3:26 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mk... | Arms Services Rep... | Pservice : Delaba... | Customer Service ... | 3:26 PM

PS 06960 D

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

air Number: RE00114507
y Repair

Serial: 71063356 Model: 710 Center Fire Caliber 30-06 Produced: 05/28/2002

Repairman: Bruce Travis
Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: Received From
Name: ROBERT A. HUNTER
Address 1: RT. 3
Address 2:
PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Return To: Received From
ROBERT A. HUNTER
RT. 3
PO Box: 2105
WAYNE
State: WV Zip Code: 25570 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges
00 UPS Ground
Standard S/H Charges: 0
Additional S/H Charges: 0
Total S/H Charges: 0
Shipment Tracking:
1Z1148136480026536 1

Repair Type: Firearm
Payment Method: Warranty
Order Nbr: 230145 Product Services

Bill To Address
Name: ROBERT A. HUNTER
Address 1: RT. 3
Address 2:
PO Box: 2105
City: WAYNE
State: WV Zip Code: 25570 Country: US

Repair Search | Refresh | Close

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start | Inbox - Microsoft ... | Part Search by Nsn... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:26 PM

PS 06960 E

PS 06961

Remington Arms Co., Inc.
Product Service
Legal Case #:4

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
110468	4/3/2006	4/3/2006	4/3/2006	1/1/1900			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Julian	Zamarripa	8113 Plateau Drive	Ft. Worth	TX	76120		W 817-994-1761 F 817-920-9735

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S Fired twice with the safe on C	Cause:4039 No Fault Found Concern:1028 Fired With Safe ON		Unknown	

Could not duplicate concern.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006	27410	71065536	PW	6/12/2002 4:52:02 PM

Date Purchased	Where Purchased	Accessories	Original Owner
1/1/1900	ACADEMY CORP	less scope and mounts	U

cust.concern: FSR twice

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Install new TPA	N	1/1/1900			1/1/1900	1/1/1900

Replace TPA, clean action, check over completly

Examination[Remington/CF/BA]

PS 06962

Part	Sub-Part	Code	Comment
Examination	Examiner		B.Travis
	Exam Date		4/3/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.Supry
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 cal
	Date Code		PW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	Like new; Functioning	
	Condition	---Select---	

Magazine	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		standard M/710 safety
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	

PS 06963

7.0 PW 610L

MAURO SERRANO
3703 COVE TIMBER AVE
GRANBURY TX 76049

Remington

Factory Repair Instructions

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

Model Number: 710 | **Serial Number:** 71065536

Are you the original owner?: ☐ YES ☒ NO BUT IT WAS GIVEN TO ME AS A GRADUATION PRESENT by MAURO SERRANO AS A NEW RIFLE

Name: JULIAN ZAMARRIPA | **Date of Purchase:** Dec. 02

Address (no PO Boxes): 8113 PLATEAU DR

City: Ft. WORTH | **State:** TX | **Zip:** 76120

Phone (Daytime): 817-994-1761 | **Fax:** 817-920-1735

E-mail Address: julian.zamarripa@gmail.com

☒ I would like to receive future e-mail updates from Remington.

Please describe your problem: THIS RIFLE IS BEING RETURNED UNDER THE MODEL 710 PRODUCT SAFETY WARNING AND RECALL NOTICE. RIFLE HAS FIRED TWICE WITH SAFETY ON! THIS IS A VERY DANGEROUS WEAPON AND COULD HAVE KILLED SOMEONE. PLEASE REPLACE RIFLE OR FIX SAFETY PROBLEM. ALSO CHECK THE BOLT RELEASE LEVER - IT APPEARS TO BE LOOSE.

Ammunition Information:

Manufacturer: Remington | Type: 30-06 SPRINGFIELD

Other (i.e. bullet weight/type, shot size, powder): 150 GR. CORE-LOKT PSP R30062

Handload Information:

	Powder Weight:
	Primer Used:
Size:	Reloader Used:

Cleaning and Lubrication):

solution used: Outers

u clean the bore? (Months or Number of rounds) after each use 3-4x a year

u clean the action? (Months or Number of rounds) "

u clean the trigger assembly? (Months or Number of rounds) "

ant used: Outers

could not duplicate concern
replace TPA, checkover, clean
AT N/C

#230145

110468

Serial Number: 71065536
Model: 710
RE00110488

PS 06964

Brand of lubricant used: _

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☑ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? None so far, 1st time

What were the services performed? _____

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

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Remington.

PS 06965

MODEL 710 W/SCOPE

BOLT ACTION CENTERFIRE RIFLE

22" BARREL .30–06 CAL. W/ 4 SHOT MAG BOX

ASK FOR THE PACKING CARTON
–OWNER'S MANUAL & WARRANTY CARD

02 FORM

proof of purchase

0 47700 27410 2

71065536

owner registration sticker

0 47700 27410 2

71065536

ORDER NO.	27410
BARREL LENGTH	22"
CAPACITY	4

71065536

UPC

0 47700 27410 2

Remington®

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PRINTED IN U.S.A.

FORM RD 7055 ORIG. 3p1

PS 06966

Remington®

REMINGTON ARMS COMPANY, INC.

870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
1-336-548-8700

KEEP COPIES OF EVERYTHING YOU SEND.

Dear Remington Customer,

This is in response to your recent communication concerning your Remington firearm. Based on the information you have provided, we suggest that you send your firearm to us for further evaluation.

Please follow these guidelines:

- **Complete the attached form**
- **Include your full physical address and telephone number(P.O. Box is not acceptable)** ← INSIDE & OUT
- **Include proof of purchase to assist in the evaluation of your repair**
- **Record your serial number for future reference**
- **Remove any accessories (sling, scope, scope mounts, case, etc.)**
- **Properly package your unloaded firearm. Do not ship in your hard case. If you need a box, please call our Parts Department: 800-243-9700, Monday-Friday, 9a.m.-5p.m., EST.**
- **Do not send live/loaded ammunition with your firearm.**
- **Mail via UPS to:** **Remington Arm Service**
  Attn: Consumer Repairs
  14 Hoefler Avenue
  Ilion, NY 13357

INSURE FOR $1200 or replacement cost.

Your firearm will be evaluated using the following criteria to determine if your repair will be covered under warranty:

- Date of purchase
- Type of repair
- Condition/Owner maintenance of firearm

Charge repairs will be processed using the following guidelines:

THERS SHOULD BE NO CHARGE

- Repairs $75.00 and under will be completed and returned to you C.O.D.
  (To avoid C.O.D. charges, please include your credit card number and expiration date with your gun)
- For repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, Mastercard, or Visa).

We sincerely appreciate your support of the Remington Arms Co., Inc. If we can be of service to you, please call: 800-243-9700, Monday-Friday, 9a.m.-5p.m., EST.

Best regards from Remington Arms Company, Inc.

PS 06967

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

air Number: RE00110468
y Repair:

Serial: 71085536 Model: 710 Center Fire Caliber: 3006 Produced: 06/12/2002

Repairman: Bruce Travis
Status: Shipped 4/6/2006 4:00:02 PM

Address Information

Customer: Received From

Name: JULIAN ZAMARRIPA
Address 1: 8113 PLATEAU DRIVE
Address 2: PO Box:
City: FT WORTH
State: TX Zip Code: 76120 Country: US

Return To: Received From

JULIAN ZAMARRIPA
8113 PLATEAU DRIVE
PO Box:
FT WORTH
State: TX Zip Code: 76120 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 817.994.1761
Fax: 817.920.9735
Email: JULIAN.ZAMARRIPA@GMAIL.COM
Comments:

Received Condition

Fair
Condition Notes:
CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2

Repair Search | Refresh | Close

supryll 1/3/2007 3:11 PM CAPS NUM INS SCRL

start | Inbox - Microsoft Ou... | Part Search Ev1.4.3... | Arms Services Repair... | Repairs - Database ... | Customer Service Da... | 3:11 PM

PS 06967A

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

air Number: RE00110468

y Repair

Serial: 71065536 Model: 710 Center Fire Caliber: 3006 Produced: 06/12/2002

Repairman: Bruce Travis

Status: Shipped 4/6/2006 4:00:02 PM

Address Information

Customer: Received From

Name: JULIAN ZAMARRIPA

Address 1: 8113 PLATEAU DRIVE

Address 2: PO Box:

City: FT WORTH

State: TX Zip Code: 76120 Country: US

Return To: Received From

JULIAN ZAMARRIPA

8113 PLATEAU DRIVE

PO Box:

FT WORTH

State: TX Zip Code: 76120 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

could not duplicate concern. replace with new trigger plate assm. check over, clean at no charge.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryll 1/3/2007 3:11 PM CAPS NUM INS SCRL

start | Inbox - Microsoft Ou... | Part Search By Mete... | Arms Services Repai... | PService & Database ... | Customer Service Da... | 3:11 PM

PS 06967 B

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

air Number: RE00110468

Repair

Serial: 71065535 Model 710 Center Fire Caliber: 3006 Produced: 06/12/2002

Repairman: Bruce Travis

Status: Shipped 4/6/2006 4:00:02 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: JULIAN ZAMARRIPA	JULIAN ZAMARRIPA
Address 1: 8113 PLATEAU DRIVE	8113 PLATEAU DRIVE
Address 2:	PO Box:
City: FT WORTH	FT WORTH
State: TX Zip Code: 76120 Country: US	State: TX Zip Code: 76120 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:	.00
Labor:	.00
Ship/Handling:	.00
Est State Tax:	.00
Total:	.00

☑ Charge Taxes

Repair Search | Refresh | Close

supryll 1/3/2007 3:11 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Part Search by Mak... | Arms Services Repai... | Rservice1 Database... | Customer Service D... | 3:11 PM

PS 06967 C

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

air Number: RE00110468

y Repair

Serial: 71065536 Model: 710 Center Fire Caliber: 3006 Produced: 06/12/2002

Repairman: Bruce Travis

Status: Shipped 4/6/2006 4:00:02 PM

Address Information

Customer: Received From

Name: JULIAN ZAMARRIPA

Address 1: 8113 PLATEAU DRIVE

Address 2: PO Box:

City: FT WORTH

State: TX Zip Code: 76120 Country: US

Return To: Received From

JULIAN ZAMARRIPA

8113 PLATEAU DRIVE

PO Box:

FT WORTH

State: TX Zip Code: 76120 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
3/29/2006 10:04	New	championrj	Repair Added
4/3/2006 7:30:4	Update	valentds	Repair information change
4/3/2006 7:32:0	Closed	valentds	Closed at Expedite
4/3/2006 2:21:01	Maint	pencerl	Repair Maintenance
4/3/2006 2:21:1	Expedite	pencerl	From: Repair Bench
4/4/2006 10:37:3	Estimate	Travisbw	Estimate Update
4/4/2006 10:40:0	Repairing	System	Immediate SAP Allocation
4/4/2006 3:00:3	Expedite	pencerl	From: Repair Bench

- [ ] Shipping Hold
- [ ] Interface Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped

4/6/2006 4:00:02 PM

System

Packing

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

sunryts | 1/3/2007 | 3:11 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Part Search by NIIN... | Arms Services Repair... | Service Database... | Customer Service D... | 3:11 PM

PS 06967 D

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: RE00110468

Repair

Serial: 71085536 Model 710 Center Fire Caliber 3006 Produced: 06/12/2002

Repairman: Bruce Travis

Status: Shipped 4/6/2006 4:00:02 PM

Address Information

Customer: Received From

Name: JULIAN ZAMARRIPA
Address 1: 8113 PLATEAU DRIVE
Address 2:
PO Box:
City: FT WORTH
State: TX Zip Code: 76120 Country: US

Return To: Received From

JULIAN ZAMARRIPA
8113 PLATEAU DRIVE
PO Box:
FT WORTH
State: TX Zip Code: 76120 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

00 UPS Ground

Standard S/H Charges: 0
Additional S/H Charges: 0
Total S/H Charges: 0

Shipment Tracking:
1Z11481 3A800227474

Repair Type: Firearm

Payment Method: Warrenty

Order Nbr: 230145 Product Services

Bill To Address

Name: JULIAN ZAMARRIPA
Address 1: 8113 PLATEAU DRIVE
Address 2:
PO Box:
City: FT WORTH
State: TX Zip Code: 76120 Country: US

Repair Search | Refresh | Close

supryll 1/3/2007 3:11 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search Eyemet... | Arms Services Repair... | Pservice Database... | Customer Service D... | 3:11 PM

PS 06967 E

PS 06968

Remington Arms Co., Inc.
Product Service
Legal Case #: 126

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
111995	5/12/2006	5/12/2006	5/12/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Ronald	Miller	1307 Wayland	Judsonia	AR	72081		H 501-729-3268 E ronald200@centurytel.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S discharged with safety on C	Cause:4038 Could Not Duplicate Concern Concern:1005 Unexplained Discharge Safe ON		Unknown	

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/270 WIN	27408	71075511	WW	8/26/2002 1:03:51 AM

Date Purchased	Where Purchased	Accessories	Original Owner
12/1/2004	WAL-MART DC 6003R-REGULAR	SCOPE, BASE, AND RINGS	Y

CUST.CONCERN:FIRED WITH SAFETY IN ON POSITION

PS 06969

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA, check over completely, clean at n/c.						
	Repair/Replacement Cost	Repair/Replacement Date				
	65.00	5/12/2006				

goodwill gesture. charge 230145.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/12/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 270 WIN
	Date Code		WW

PS 06970

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	Slightly Worn; Functioning	
	Box Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY

PS 06971

	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

CASE #126 WW 8/02 5#

S 1005 4038

Remington

Factory Repair Instructions

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

Model Number: M710	**Serial Number:** 71075511

Are you the original owner?: [X] YES [ ] NO

Name: Ronald Miller	**Date of Purchase:** Christmas Present 2004
Address (no PO Boxes): 1307 Wayland	
City: Judsonia	**State:** Ar **Zip:** 72081
Phone (Daytime): 501-729-3268	**Fax:**

E-mail Address: ronald200@centurytel.Net

[X] I would like to receive future e-mail updates from Remington.

Please describe your problem:

recall on safety
Also when chambering a shell it shave lead off of the tip of shell or bullet when I used shells with more lead on the tip it shaves alot off.
The rifle did discharge with me last deer season, with the safety on.

Ammunition Information:

Manufacturer: Rem 130 grain Win [illegible] Caliber: 270

Other (i.e. bullet weight/type, shot size, powder): 130 grain

ormation:

	Powder Weight:
l:	Primer Used:
ot Size:	Reloader Used:

11945

e (Cleaning and Lubrication):

ing solution used: Hoppe's

ou clean the bore? (Months or Number of rounds) 2 times year

ou clean the action? (Months or Number of rounds) 2 times year

ou clean the trigger assembly? (Months or Number of rounds) 2 times year

ant used: Rem oil

could not duplicate concern. Inspect TPA, check over, clean at N/C Good-Will Geotune.

71075511

Model: 710

RE0011995

Number:

PS 06972

How often do you lubricate the bore? (Months or Number of rounds)	2 times year
How often do you lubricate the action? (Months or Number of rounds)	2 times year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	2 times year

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

Comments: I only shoot it 5 to 8 times a year

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

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: RE00111995

Inquiry Repair

Serial: 71075511 Model: 710 Center Fire Caliber: 270 WIN Produced: 08/26/2002

Repairman: Robert Frink

Status: Shipped 5/23/2006 4:00:02 PM

Address Information

Customer (Received From)	Return To (Received From)
Name: RONALD MILLER	RONALD MILLER
Address 1: 1307 WAYLAND	1307 WAYLAND
Address 2:	
PO Box:	PO Box:
City: JUDSONIA	JUDSONIA
State: AR Zip Code: 72081 Country: US	State: AR Zip Code: 72081 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 501 729 3258

Fax:

Email: RONALD200@CENTURYTEL.NET

Comments:

Received Condition

Fair

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

Repair Search | Refresh | Close

supryfl 1/3/2007 3:13 PM CAPS NUM INS SSRL

start | Inbox - Microsoft Ou... | Parts Search by Mfg... | Arms Services Repair... | Service Database... | Customer Service Da... | 3:13 PM

PS 06973 A

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: RE00111995

Serial: 71075511 Model: 710 Center Fire Caliber: 270 WIN Produced: 08/26/2002

Repairman: Robert Frink

Status: Shipped 5/23/2006 4:00:02 PM

Address Information

Customer: Received From

Name: RONALD MILLER
Address 1: 1307 WAYLAND
Address 2:
PO Box:
City: JUDSONIA
State: AR Zip Code: 72081 Country: US

Return To: Received From

RONALD MILLER
1307 WAYLAND
PO Box:
JUDSONIA
State: AR Zip Code: 72081 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M109	DAMAGES CASES, BULLETS
M123	FORWARD TO PRODUCT SE
M246	SAFETY DETENT SPRING IN

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes:

Could not duplicate concern. Replace trigger assembly, check over and clean at no charge Goodwill gesture.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryn 1/3/2007 3:13 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Nate... | Arms Services Repair... | Repairs - Delta 3.5... | Customer Service Re... | 3:13 PM

PS 06973 B

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

air Number: RE00111995

y Repair

Serial: 7107551 Model: 710 Center Fire Caliber: 270 WIN Produced: 08/26/2002

Repairman: Robert Frink

Status: Shipped 5/23/2006 4:00:02 PM

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	RONALD MILLER		RONALD MILLER
Address 1:	1307 WAYLAND		1307 WAYLAND
Address 2:		PO Box:		PO Box:
City:	JUDSONIA		JUDSONIA
State:	AR	Zip Code: 72081	Country: US	State: AR	Zip Code: 72081	Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000118	S	GR-CLEAN	1	1	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:	00
Labor:	00
Ship/Handling:	00
Est State Tax:	00
Total:	00

☑ Charge Taxes

Repair Search | Refresh | Close

supryll | 1/3/2007 | 3:13 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Part Search by Mo... | Arms Services Repa... | Activities Database... | Customer Service D... | 3:13 PM

PS 06973 C

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

air Number: RE00111995

y Repair

Serial: 7107551 Model: 710 Center Fire Caliber: 270 WIN Produced: 08/26/2002

Repairman: Robert Frink

Status: Shipped 5/23/2006 4:00:02 PM

Address Information

Customer: (Received from)	Return To: (Received From)
Name: RONALD MILLER	RONALD MILLER
Address 1: 1307 WAYLAND	1307 WAYLAND
Address 2: PO Box:	PO Box:
City: JUDSONIA	JUDSONIA
State: AR Zip Code: 72081 Country: US	State: AR Zip Code: 72081 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
5/9/2006 10:34:0	New	championj	Repair Added
5/12/2006 10:44	Update	valentds	Repair information change
5/12/2006 10:47	Update	valentds	Repair information change
5/12/2006 10:48	Closed	valentds	Closed at Expedite
5/15/2006 9:46:2	Comment	chiltoniw	Consumer Contact for Repair Stat
5/15/2006 10:46	Maint	pencerl	Repair Maintenance
5/15/2006 10:46	Expedite	pencerl	From: Product Services
5/15/2006 11:41	Estimate	frinkre	Estimate Update

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped 5/23/2006 4:00:02 PM System

Packing

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl | 1/3/2007 | 3:13 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Parts Scrap Mtg Mo... | Arms Services Repa... | Service & Deals ... | Customer Service D... | 3:13 PM

PS 06973 D

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

air Number: RE00111995
y Repair

Serial: 71075511 Model: 710 Center Fire Caliber: 270 WIN Produced: 08/26/2002

Repairman: Robert Frink
Status: Shipped 5/23/2006 4:00:02 PM

Address Information

Customer: Received From

Name: RONALD MILLER
Address 1: 1307 WAYLAND
Address 2: PO Box:
City: JUDSONIA
State: AR Zip Code: 72081 Country: US

Return To: Received From

RONALD MILLER
1307 WAYLAND
PO Box:
JUDSONIA
State: AR Zip Code: 72081 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

00 UPS Ground

Standard S/H Charges: 0
Additional S/H Charges: 0
Total S/H Charges: 0

Shipment Tracking:
1Z11481 3A800245525

Repair Type: Firearm
Payment Method: Warranty
Order Nbr: 230145: Product Services

Bill To Address

Name: RONALD MILLER
Address 1: 1307 WAYLAND
Address 2: PO Box:
City: JUDSONIA
State: AR Zip Code: 72081 Country: US

Repair Search | Refresh | Close

supryfl | 1/3/2007 | 3:14 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Part Search by Ma... | Arms/Services Repai... | Rservice Database... | Customer Service D... | 3:14 PM

PS 06973 E

PS 06974

File Number:	21876	Arms Service number:	104494
Last Name:	DELPERDANG	First Name:	CHASE
Street:	677 WEST PLACITA VEGA VISTA	City:	TUCSON
State:	AZ	Zip:	85737
Home Ph:	520-909-3085	Work Ph:	
Product Type:	F		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 J	Settlement Detail:	NEW TA N/C
Settlement Amount:	$0.00	Date Opened Rem:	12/6/2005
Date Opened by P/S:	12/6/2005	Caliber:	270
Date of Incident:		Date Closed:	12/6/2005
Bullet Weight:		Date to Analysis:	
Date from Analysis:		Manufacturer:	REM
Model:	710	Serial:	71172273
Date Code:	PY	Date Mfgd:	6/10/2004
RAMAC:	710	Litigation:	☐
PreLitigation:	☐	Obsolete:	☐
Custody:		Comments:	As received the trigger will not return properly. Clean action and install new TA at n/c - under warranty. Repair and Shipping Document 2/20/06.
Time of Modification:	9:13:28 AM		
Date of Modification:	12/13/2005		

Remington.

TRACKING DOCUMENT

Repair Order Number

Repair Order Number	Description/Serial Number	Repairman - Chuck Dekanek
RE00104494	71172273	Date Received - 12/6/2005
Account # - R-	Model 710 Center Fire Caliber: 270 WITH SCOPE	Estimate Date -
		Current Date - 12/9/2005

Customer
CHASE DELPERDANG
677 W PLACITA VEGA VISTA

TUCSON. AZ 85737 US

Return To
CHASE DELPERDANG
677 W PLACITA VEGA VISTA

TUCSON. AZ 85737 US

Phone (H) (520)-797-7972
Phone (W) (520)-909-3085 X***
Fax
Email

Problems

Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F
M992	WHEN MOVING SAFETY GUN FIRES		

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
F300480	710 SCREW, SUPPORT	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: Trigger pull is very light.Trigger will not return properly.Replace trigger assembly at no charge under warranty.

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

PS 06975

1,5 — 6/04

104494

Remington.

Factory Repair Instructions

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

Model Number: 710 | **Serial Number:** 71172273

Are you the original owner?: ☑ YES ☐ NO

Name: Chase Delperdang | **Date of Purchase:** 11-7-05

Address (no PO Boxes): 677 W. Placita Vega Vista

City: Tucson | **State:** AZ | **Zip:** 85737

Phone (Daytime): 520-909-3085 | **Fax:**

E-mail Address:

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem:

wont fire after first round. when you put the safty from safe to fire the gun goes off without pulling the trigger.

Ammunition Information: Fusion - 270 win - 130 Grain

Manufacturer: Federal | Type: Fusion

Other (i.e. bullet weight/type, shot size, powder): 130 Grain

Handload Information: N/A

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

How often do you clean the bore? (Months or Number of rounds) 1 time

How often do you clean the action? (Months or Number of rounds) ~~time~~ none

How often do you clean the trigger assembly? (Months or Number of rounds) ~~#~~ none

Brand of lubricant used: Remington

Serial Number: 71172273

Model: 710

RE00104494

Trig. pull is very light. Trig. will not return properly. Replace Trig. Assm.

AT N/C WARRANTY

PS 06976

How often do you lubricate the bore? (Months or Number of rounds) 1 time

How often do you lubricate the action? (Months or Number of rounds) 1 time

How often do you lubricate the trigger assembly? (Months or Number of rounds) none

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☑ YES ☐ NO

Comments: only got 1 shot out of the gun.

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? none

What were the services performed? n/a

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 06977

OSHMAN'S
SUPERSPORTS USA

Sports Authority # 796
4225 N Oracle Road
Tucson, AZ 85705
602.292.6955

REM 710-270W/S 6042512 p299.99 A
REGULAR PRICE 349.99
Serial Number: 71172273

SUBTOTAL	$299.99
A = 7.600% Sales Tax	$22.80
TOTAL	$322.79
DEBIT VISA	$322.79

AUTH# 431321
11-07-2005 18:26:54
REFERENCE #: 431321

SPORTS
AUTHORITY.

TOTAL SAVINGS
$50.00

11-07-2005 18:26:27 0796 001 0106 3104

CART
COPY

Returns & exchanges must be made with original receipt within 90 days of purchase. Refunds will be processed in the manner of original purchase. You will be asked for a valid photo ID.

PS 06978

Date: 12/7/05

By: Bruce Travis

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Chase Delpendang

R.E. Number: 104494

Reason for inspection: FSR

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 71172273. Date of Manufacture: 6/04

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: very lite trig pull - trig won't return

Headspace: —

Function evaluation:

PS 06979

Feeding: —

Extraction/ejection: —

Trigger pull: 1.5#

Manual safety: OKAY

Test firing results (if applicable): —

DISPOSITION

Trig. pull very light, Trig. will not return properly. Replace TPA AT N/C WARRANTY

ADDITIONAL COMMENTS

PS 06980

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: RE00104494

Serial: 71172273 Model: 710 Center Fire Caliber: 270 WITH SCOPE Produced: 06/10/2004

Repairman: Chuck Dekanek

Status: Shipped 12/9/2005 4:00:01 PM

Address Information

Customer: Received From

Name: CHASE DELPERDANG

Address 1: 677 W PLACITA VEGA VISTA

Address 2: PO Box:

City: TUCSON

State: AZ Zip Code: 85737 Country: US

Return To: Received From

CHASE DELPERDANG

677 W PLACITA VEGA VISTA

PO Box:

TUCSON

State: AZ Zip Code: 85737 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 520.797.7972

Fax:

Email:

Comments: *** PREFERRED

Received Condition

Good

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

Repair Search | Refresh | Close

supryll 1/3/2007 3:04 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Parts Search by Model... | Arms Services Repair... | 3:04 PM

PS 06980 A

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

air Number: RE00104494

Serial: 71172273 Model: 710 Center Fire Caliber: 270 WITH SCOPE Produced: 06/10/2004

Repairman: Chuck Dekanek

Status: Shipped 12/9/2005 4:00:01 PM

Address Information

Customer: Received From

Name: CHASE DELPERDANG

Address 1: 677 W PLACITA VEGA VISTA

Address 2: PO Box:

City: TUCSON

State: AZ Zip Code: 85737 Country: US

Return To: Received From

CHASE DELPERDANG

677 W PLACITA VEGA VISTA

PO Box:

TUCSON

State: AZ Zip Code: 85737 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	WHEN MOVING SAFETY GUI

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Trigger pull is very light. Trigger will not return properly. Replace trigger assembly at no charge under warranty.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryl 1/3/2007 3:05 PM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Part Search Window... | Arms Services Repair ... | 3:05 PM

PS 06980 B

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

air Number: RE00104494
y Repair

Serial: 71172273 Model: 710 Center Fire Caliber: 270 WITH SCOPE Produced: 06/10/2004

Repairman: Chuck Dekanek
Status: Shipped 12/9/2005 4:00:01 PM

Address Information

Customer: (Received From)
Name: CHASE DELPERDANG
Address 1: 677 W PLACITA VEGA VISTA
Address 2: PO Box:
City: TUCSON
State: AZ Zip Code: 85737 Country: US

Return To: (Received From)
CHASE DELPERDANG
677 W PLACITA VEGA VISTA
PO Box:
TUCSON
State: AZ Zip Code: 85737 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv.	Kit	Avail.	Recv.	Wrnt	Price	Disc.	ExtAmt.
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
F300480	P	710 SCREW, SUPPORT	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts: .00
Labor: .00
Ship/Handling: .00
Est State Tax: .00
Total: .00
☑ Charge Taxes

Repair Search | Refresh | Close

supryll 1/3/2007 3:05 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Parts Search by Mstem... | Arms Services Repair... | 3:05 PM

PS 06980 C

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: RE00104494

Serial: 71172273 Model:710 Center Fire Caliber: 270 WITH SCOPE Produced: 06/10/2004

Repairman: Chuck Dekanek

Status: Shipped 12/9/2005 4:00:01 PM

Address Information

Customer: (Received From)	Return To (Received From)
Name: CHASE DELPERDANG	CHASE DELPERDANG
Address 1: 677 W PLACITA VEGA VISTA	677 W PLACITA VEGA VISTA
Address 2: PO Box:	PO Box:
City: TUCSON	TUCSON
State: AZ Zip Code: 85737 Country: US	State: AZ Zip Code: 85737 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
12/3/2005 10:09:	New	championd	Repair Added
12/6/2005 11:49:	Update	schultscm	Repair information change
12/6/2005 11:51:	Expedite	schultscm	From: Check In
12/6/2005 2:47:0	Comment	lmwatson	Consumer Contact for Repair Stat
12/7/2005 8:51:4	Expedite	pencerl	From: Product Services
12/7/2005 11:11:	Estimate	dekanekcg	Estimate Update
12/7/2005 11:15:	Repairing	System	Immediate SAP Allocation
12/7/2005 11:42:	Estimate	dekanekcg	Estimate Update

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped 12/9/2005 4:00:01 PM System

Packing

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 1/3/2007 3:05 PM CAPS NUM INS SCRL

start Inbox - Microsoft Out... PCR Search By Model... Arms Services Repair... 3:05 PM

PS 06980 D

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

air Number: RE00104494

ry Repair

Serial: 71172273 Model: 710 Center Fire Caliber: 270 WITH SCOPE Produced: 06/10/2004

Repairman: Chuck Dekanek

Status: Shipped 12/9/2005 4:00:01 PM

Address Information

Customer: Received From

Name: CHASE DELPERDANG

Address 1: 677 W PLACITA VEGA VISTA

Address 2: PO Box:

City: TUCSON

State: AZ Zip Code: 85737 Country: US

Return To: Received From

CHASE DELPERDANG

677 W PLACITA VEGA VISTA

PO Box:

TUCSON

State: AZ Zip Code: 85737 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

Standard S/H Charges: 0

Additional S/H Charges: 00

Total S/H Charges: 0

Shipment Tracking:

1Z11481 3A800157102

Repair Type: Firearm

Payment Method: Warranty

Order Nbr: 160040 Standard Warranty

Bill To Address

Name: CHASE DELPERDANG

Address 1: 677 W PLACITA VEGA VISTA

Address 2: PO Box:

City: TUCSON

State: AZ Zip Code: 85737 Country: US

Repair Search | Refresh | Close

supryll | 1/3/2007 | 3:05 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft Out... | Repair Search by Multiple... | Arms Services Repair ... | 3:05 PM

PS 06980 E

File Number:	21897	Arms Service number:	104697
Last Name:	GANDER MOUNTAIN	First Name:	MARK
Street:	14275 EDGEWOOD DRIVE	City:	BAXTER
State:	MN	Zip:	56425
Home Ph:		Work Ph:	218-828-1736
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:	NEW TA REFINISH METAL
Settlement Amount:	$0.00	Date Opened Rem:	12/12/2005
Date Opened by P/S:	12/12/2005	Caliber:	7 MMMAG
Date of Incident:		Date Closed:	12/12/2005
Bullet Weight:		Date to Analysis:	
Date from Analysis:		Manufacturer:	REM
Model:	710	Serial:	71175438
Date Code:	XY	Date Mfgd:	12/7/2004
RAMAC:	710	Litigation:	☐
PreLitigation:	☐	Obsolete:	☐
Custody:		Comments:	Could not duplicate concern - metal is rusting. Check over completely - refinish metal parts - install new TA at n/c - under warranty. Repair and Shipping Document 2/20/06
Time of Modification:	11:58:51 AM		
Date of Modification:	12/13/2005		

PS 06981

Remington

TRACKING DOCUMENT

Repair Order Number

Repair Order Number	Description/Serial Number	Repairman - Charles Swanson
RE00104697	71175438	Date Received - 12/12/2005
Account # - R-	Model 710 Center Fire Caliber: 7 MM REM MAG	Estimate Date -
		Current Date - 12/13/2005

Customer
GANDER MOUNTAIN
ATTN CINDY KILBRIDE
180 E 5TH ST SUITE 1300
SAINT PAUL. MN 55101 US

Return To
GANDER MOUNTAIN
14275 EDGEWOOD DRIVE
GUN PARTS DEPT
BAXTER. MN 56425 US

Phone (H) (218)-828-1736
Phone (W)
Fax
Email

Problems

Reported		Found	
M122	RUSTED COMPONENT	M122	RUSTED COMPONENT
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F
M992	FIRED WHEN WORKING BOLT	M990	RECOIL PAD MISSING

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
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
4000128	GR-REFINISH BBL&REC-PARKERIZED	1	1	0	Y
4000294	GR-CHECK TPA	1	1	0	Y
Service Total:		3	3	0	

ProblemNotes Could not duplicate concern.Will replace trigger assmb. and refinish at n/c to you.

Re Finish BRL/REC

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date 12/28/05	Date	Date

PS 06982

3.5 — 12/04

Gander Mountain
HUNT · FISH · CAMP

Service Request
Service Order # 513

SHIPPED TO VENDOR/STORE:

Remington arms company
14 Hoesler Ave

Illion, NY 13357
Attn: Arms service
Date Shipped: 11/23/2005

RETURN SHIP TO:

Gander Mountain
Attn: Gun Parts Dept.
14275 Edgewood Drive
Baxter, MN 56425

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Type: Rifle Serial Number: 71175438
Model: 710 Cal/Ga.: 7mm Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Remington 710 7mm Mag Rifle

104697

REASON FOR RETURN:

Gun misfired 3 times and then fired when working the bolt. Gun also has a case of light rust that customer says it is not from neglect. Please repair or replace. Customer had added a R3 recoil pad which will not be returned with gun.

ATTENTION VENDOR

Please contact me with any questions or concerns.

mark collette
(218) 828-1736

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain**
Attn: Cindy Kilbride
180 E Fifth Street
St. Paul, MN. 55101

could not duplicate concern
Replace TPA, check over, clean
to restore confidence. AT N/C
warranty

refinish BDL/Rec. Assm.

Serial Number: 71175438
Model: 710

RE00104697

PS 06983

Gunsmith SO# 513

GM#486 - Baxter FFL# 4-35-01794
14275 Edgewood Drive
Baxter, MN 56425
(218) 828-1736
Gunsmith: THOMAS H. HENDRICKSON

Gander Mountain
HUNT · FISH · CAMP

* Firearm Copy *

CUSTOMER INFORMATION:			
Home #:	(218) 851-8254	Day #:	
Name:	Vanportfliet, Dennis		
Address:	782 Grandview Drive		
	Aitkin, MN 56431		

DATES:	
In:	11/23/2005
Apx Comp:	
Wait/Parts:	
Completed:	
Cust. Called:	
Picked Up:	

FIREARM INFORMATION:					
Manufacturer:	Remington Arms Co Inc.	Type:	Rifle	Serial Number:	71175438
Model:	710	Cal/Ga.:	7mm	Firearm Value:	$450.00 Cased?: ☐

Service Description: Customer wants gun sent to factory. Misfired and then discharged when working the bolt. Gun also has light rust even though it has not been out in bad weather. Please address the cuztomers needs and repair or replace. Customer had istalled R3 recoil pad which we at gander removed.

LABOR		
UPC	Description	Amount
	Labor Sub Total:	

Labor Notes:

PARTS		
UPC	Description	Amount
	Parts Sub Total:	

Parts Notes:

* Estimate Only *

By law, customer must pick up

TOTALS	
	Labor Sub Total:
+	Parts Sub Total:
	Total:
-	Deposit Amount:
	Amount Due:

*** Does not include Sales Tax ***

PS 06984

Date: 12/12/05

By: Bruce Travis

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Gander Mtn.

R.E. Number: 104697

Reason for inspection: FBC

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 7117548 Date of Manufacture: 12/04

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:

PS 06985

Feeding: —

Extraction/ejection: —

Trigger pull: 5.5 #

Manual safety: OKAY

Test firing results (if applicable): —

DISPOSITION

could not duplicate concern Replace TPA, check over, clean at N/C warranty.

ADDITIONAL COMMENTS

metal rusty - will have refinished

PS 06986

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: RE00104697

Serial: 71175438 Model 710 Center Fire Caliber: 7 MM REM MAG Produced: 12/07/2004

Repairman: Charles Swanson

Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: (Received From)

Name: GANDER MOUNTAIN
Address 1: ATTN CINDY KILBRIDE
Address 2: 180 E 5TH ST SUITE 1300 PO Box:
City: SAINT PAUL
State: MN Zip Code: 55101 Country: US

Return To: (Received From)

GANDER MOUNTAIN
14275 EDGEWOOD DRIVE
GUN PARTS DEPT PO Box:
BAXTER
State: MN Zip Code: 56425 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 218 828 1736
Fax:
Email:
Comments: SQ513

Received Condition

Fair
Condition Notes:
CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1
A039	Customers Box	1
A051	L/Butt Plate / Pad	1

Repair Search | Refresh | Close

supryll 1/3/2007 3:09 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft Ou... | Arms Services Repair... | Service+Database ... | Customer Service Da... | 3:09 PM

PS 06986 A

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: RE00104697

Serial: 71175438 Model: 710 Center Fire Caliber 7 MM REM MAG Produced: 12/07/2004

Repairman: Charles Swanson

Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: Received From

Name: GANDER MOUNTAIN

Address 1: ATTN CINDY KILBRIDE

Address 2: 180 E 5TH ST SUITE 1300 PO Box:

City: SAINT PAUL

State: MN Zip Code: 55101 Country: US

Return To: Received From

GANDER MOUNTAIN

14275 EDGEWOOD DRIVE

GUN PARTS DEPT PO Box:

BAXTER

State: MN Zip Code: 56425 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M122	RUSTED COMPONENT
M123	FORWARD TO PRODUCT SE
M992	FIRED WHEN WORKING BOI

Problems Found

Code	Desc
M122	RUSTED COMPONENT
M123	FORWARD TO PRODUCT SE
M990	RECOIL PAD MISSING

Repair Notes

Could not duplicate concern.Will replace trigger assmb. and refinish at n/c to you.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

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start | Inbox - Microsoft Ou... | Parts search by Mate... | Arms Services Repai... | Service Database ... | Customer Service Da... | 3:09 PM

PS 06986 B

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: RE00104697

Serial: 71175438 Model 710 Center Fire Caliber 7 MM REM MAG Produced 12/07/2004

Repairman: Charles Swanson

Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: GANDER MOUNTAIN	GANDER MOUNTAIN
Address 1: ATTN CINDY KILBRIDE	14275 EDGEWOOD DRIVE
Address 2: 180 E 5TH ST SUITE 1300 PO Box:	GUN PARTS DEPT PO Box:
City: SAINT PAUL	BAXTER
State: MN Zip Code: 55101 Country: US	State: MN Zip Code: 56425 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
F305455	P	710 STOCK ASSEMBLY C	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			
4000128	S	GR-REFINISH BBL&REC-F	1	1	0	0	0	Y			
4000294	S	GR-CHECK TPA	1	1	0	0	0	Y			

Parts:	.00
Labor:	.00
Ship/Handling:	.00
Est State Tax:	.00
Total:	.00

☑ Charge Taxes

Repair Search | Refresh | Close

supryfl 1/3/2007 3:09 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Mat... | Arms Services Repa... | Pservice Database... | Customer Service D... | 3:09 PM

PS 06986 C

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: RE00104697

Serial: 71175438 Model 710 Center Fire Caliber 7 MM REM MAG Produced: 12/07/2004

Repairman: Charles Swanson

Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: Received From

Name: GANDER MOUNTAIN

Address 1: ATTN CINDY KILBRIDE

Address 2: 180 E 5TH ST SUITE 1300 PO Box:

City: SAINT PAUL

State: MN Zip Code: 55101 Country: US

Return To: Received From

GANDER MOUNTAIN

14275 EDGEWOOD DRIVE

GUN PARTS DEPT PO Box:

BAXTER

State: MN Zip Code: 56425 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
12/6/2005 2:52:3	New	championrj	Repair Added
12/12/2005 6:43:	Update	schultscm	Repair information change
12/12/2005 6:53:	Expedite	schultscm	From: Check In
12/13/2005 8:43:	Estimate	swansonch	Estimate Update
12/13/2005 8:45:	Repairing	System	Immediate SAP Allocation
12/15/2005 9:59:	Comment	atkinsdg	Consumer Contact for Repair Stat
12/21/2005 11:1:	Expedite	reelwl	From: Product Services
12/27/2005 5:45:	Estimate	swansonch	Estimate Update

- [ ] Shipping Hold
- [ ] Interface Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped

12/29/2005 4:00:02 PM

System

Packing

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 1/3/2007 3:09 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search - Mozi... | Arms Services Repa... | Pservice Database... | Customer Service D... | 3:09 PM

PS 06986 D

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: RE00104697

Serial: 71175438 Model: 710 Center Fire Caliber 7 MM REM MAG Produced: 12/07/2004

Repairman: Charles Swanson

Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: Received From

Name: GANDER MOUNTAIN

Address 1: ATTN CINDY KILBRIDE

Address 2: 180 E 5TH ST SUITE 1300 PO Box:

City: SAINT PAUL

State: MN Zip Code: 55101 Country: US

Return To: Received From

GANDER MOUNTAIN

14275 EDGEWOOD DRIVE

GUN PARTS DEPT PO Box:

BAXTER

State: MN Zip Code: 56425 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

Standard S/H Charges: 0

Additional S/H Charges: 00

Total S/H Charges: 0

Shipment Tracking:

1Z11481 3A800170356

Repair Type: Firearm

Payment Method: Warranty

Order Nbr: 230145 Product Services

Bill To Address

Name: GANDER MOUNTAIN

Address 1: ATTN CINDY KILBRIDE

Address 2: 180 E 5TH ST SUITE 1300 PO Box:

City: SAINT PAUL

State: MN Zip Code: 55101 Country: US

Repair Search | Refresh | Close

supryll | 1/3/2007 | 3:10 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Arms Services Repa... | Customer Service D... | 3:09 PM

PS 06986 E

PS 06987

File Number:	22133	Arms Service number:	108022
Last Name:	KREPS	First Name:	STEPHEN
Street:	1513 STEWART ROAD #209	City:	MONROE
State:	MI	Zip:	48162
Home Ph:	734-457-3762	Work Ph:	
Product Type:	F		F A T O
Type Concern:	S		PI PD P S
Concern Code:	1007	Concern:	FIRED ON SAFE RELEASE
Cause Code:	4038	Cause:	
Assigned To:	SUPRY	Classification:	UND
	UNJ UNC UND J	Settlement Detail:	NEW TA AT SPECIAL PRICE
Settlement Amount:	$0.00	Date Opened Rem:	2/9/2006
Date Opened by P/S:	2/10/2006	Caliber:	30 06
Date of Incident:		Date Closed:	2/10/2006
Bullet Weight:		Date to Analysis:	
Date from Analysis:		Manufacturer:	REM
Model:	710	Serial:	71007438
Date Code:	AV	Date Mfgd:	3/2/2001
RAMAC:	710	Litigation: ☐	PreLitigation: ☐
Obsolete: ☐		Custody:	
Comments:	Could not duplicate concern - trigger set screws altered - clean action and install new TA at 1/2 normal charges Repair and Shipping Document 2/20/06.	Time of Modification:	10:35:25 AM
Date of Modification:	2/13/2006		

Remington. **TRACKING DOCUMENT**

Repair Order Number

Repair Order Number	Description/Serial Number	Repairman - Dale Lewis
RE00108022	71007438	Date Received - 2/9/2006
Account # - R-	Model 710 Center Fire Caliber: 30-06	Estimate Date - 2/10/2006
		Current Date - 2/16/2006

Customer
STEPHEN KREPS
1513 STEWART ROAD APT 209

MONROE. MI 48162 US

Return To
STEPHEN KREPS
1513 STEWART ROAD APT 209

MONROE. MI 48162 US

Phone (H) (734)-457-3762
Phone (W)
Fax
Email SAKROPS@YAHOO.C

Problems

Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F
M992	FIRED WITHOUT TOUCHING TRIGGER - WHEN MOV		

Repair

Material #	MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Part					
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	1	0	N
F300519	710 SPRING, BOLT STOP	1	1	0	Y
Part Total:		2	2	0	
Service					
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	N
4000119	GR-TEST	1	1	0	N
Service Total:		1	1	0	

ProblemNotes: could not duplicate concern,trig set screw altered ,replace tpa,check over clean at 1/2 msp per prod service

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

PS 06988

Remington.

Factory Repair Instructions

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

Model Number: 710	**Serial Number:** 71007438
Are you the original owner?: ☒ YES ☐ NO	
Name: STEPHEN KREPS	**Date of Purchase:** 07/2002
Address (no PO Boxes): 1513 STEWART Rd # 209	
City: MONROE	**State:** MI **Zip:** 48162
Phone (Daytime): 734-457-3762	**Fax:**
E-mail Address: SAKREPS@YAHOO.COM	

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem:

ON THREE DIFFERENT OCCASIONS RIFLE DISCHARGED WHEN SAFTY WAS RELEASED WITHOUT TOUCHING THE TRIGGER

Ammunition Information:

Manufacturer: REMINGTON	Type: CORE LOCK 150gr PSD
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: HOPPES

How often do you clean the bore? (Months or Number of rounds) AFTER EACH USE

How often do you clean the action? (Months or Number of rounds) AFTER EACH USE

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: REM OIL

PS 06989

3/01

How often do you lubricate the bore? (Months or Number of rounds)	After Each Use
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

Comments:

When was the last time that your fire

What were the services performed?

Ship your INSURED firearm by eit

REI

ATT

14 Hoefler Ave
Ilion, NY 13357

RE001080022

Model:

PRODUCT REPLACES

Attention Of:

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

Tracking Number: 7 1 0 0 7 4 3 8

del: 710

RE00108022

could not duplicate concern
Trig. set screws altered.
Replace PA, check over, clean
At 1/2 MSP.

Quote

PS 06990

Date: 2/9/06

By: B. Travis

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Stephen Kreps

R.E. Number: 108022

Reason for inspection: FRR

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 7100743 8 Date of Manufacture: 3/01

Overall external condition: Fair

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:

PS 06991

Feeding: —

Extraction/ejection: —

Trigger pull: 3#

Manual safety: OKAY

Test firing results (if applicable): —

DISPOSITION

Could not duplicate concern. Trig. set screws adjusted replace TPA, check over, clean at 1/2 insp. Quote

ADDITIONAL COMMENTS

PS 06992

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: RE00108022

Serial: 71007438 Model: 710 Center Fire Caliber: 30-06 Produced: 03/02/2001

Repairman: Dale Lewis

Status: Shipped 2/16/2006 4:00:01 PM

Address Information

Customer: Received From

Name: STEPHEN KREPS
Address 1: 1513 STEWART ROAD APT 209
Address 2: PO Box:
City: MONROE
State: MI Zip Code: 48162 Country: US

Return To: Received From

STEPHEN KREPS
1513 STEWART ROAD APT 209
PO Box:
MONROE
State: MI Zip Code: 48162 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 734 457 3762
Fax:
Email: SAKROPS@YAHOO.COM
Comments:

Received Condition

Fair
Condition Notes:
CSR Notes: 2-15-06: Apprv. per Stephen Kreps. dmf

Accessories Received

Code	Desc	Qty
A002	Less Mag Box	1
A007	With Stud	2
A017	Scope Base	1
A027	Integrated Security Sy	1

Repair Search | Refresh | Close

supryfl 1/3/2007 3:51 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Nat... | Arms Services Repa... | 2 Microsoft Office ... | Closed Cases - Mar... | 3:51 PM

PS 06992 A

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

Number: RE00108022

Serial: 71007438 Model: 710 Cente Fire Caliber: 30-06 Produced: 03/02/2001

Repairman: Dale Lewis

Status: Shipped 2/16/2006 4:00:01 PM

Address Information

Customer: Received From

Name: STEPHEN KREPS
Address 1: 1513 STEWART ROAD APT 209
Address 2: PO Box:
City: MONROE
State: MI Zip Code: 48162 Country: US

Return To: Received From

STEPHEN KREPS
1513 STEWART ROAD APT 209
PO Box:
MONROE
State: MI Zip Code: 48162 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	FIRED WITHOUT TOUCHING

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

could not duplicate concern;trig set screws altered ;replace fpa,check over clean at 1/2 msp per prod service

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryll 1/3/2007 3:51 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Part Search by Mfg... | Arms Services Repa... | 2 Microsoft Office ... | Closed Cases - Mic... | 3:51 PM

PS 06992 B

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

Number: RE00108022

Serial: 71007438 Model: 710 Center Fire Caliber: 30-06 Produced: 03/02/2001

Repairman: Date Lewis

Status: Shipped 2/16/2006 4:00:01 PM

Address Information

Customer		Return To:	
Received From		Received From	
Name:	STEPHEN KREPS		STEPHEN KREPS
Address 1:	1513 STEWART ROAD APT 209		1513 STEWART ROAD APT 209
Address 2:	PO Box:		PO Box:
City:	MONROE		MONROE
State: MI	Zip Code: 48162 Country: US	State: MI	Zip Code: 48162 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	N	55.00	72	15.40
F300519	P	710 SPRING, BOLT STOP	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	N	1.00	50	6.00
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	50	7.50

Parts:	15.40
Labor:	7.50
Ship/Handling:	6.00
Est State Tax:	.92
Total:	29.82

☑ Charge Taxes

Repair Search | Refresh | Close

supriyl | 1/3/2007 | 3:52 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft ... | Part Search by Mat... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Nt... | 3:52 PM

PS 06992 C

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: RE00108022

Serial: 71007438 Model: 710 Center Fire Caliber: 30-06 Produced: 03/02/2001

Repairman: Dale Lewis

Status: Shipped 2/16/2006 4:00:01 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: STEPHEN KREPS	STEPHEN KREPS
Address 1: 1513 STEWART ROAD APT 209	1513 STEWART ROAD APT 209
Address 2:	PO Box:
City: MONROE	MONROE
State: MI Zip Code: 48162 Country: US	State: MI Zip Code: 48162 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
2/7/2006 11:39:1	New	championrj	Repair Added
2/9/2006 7:04:05	Update	schultscm	Repair information change
2/9/2006 7:06:43	Expedite	schultscm	From: Check In
2/9/2006 2:11:41	Expedite	pencerl	From: Product Services
2/10/2006 10:57:	Estimate	lewisdb	Estimate Update
2/10/2006 1:00:3	Expedite	pencerl	From: Repair Bench
2/10/2006 3:16:4	ApprovalHold	BatchJob	Quotation Control
2/10/2006 4:19:4	Comment	irvingjb	Called Customer with Estimate

- [ ] Shipping Hold
- [ ] InterFace Hold
- [x] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [x] Has been Approved
- [ ] Internal Repair

Current Status: Shipped 2/16/2006 4:00:01 PM

System: Racking

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl 1/3/2007 3:52 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mak... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:52 PM

PS 06992 D

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: RE00108022

Serial: 71007438 Model: 710 Center Fire Caliber: 30-06 Produced: 03/02/2001

Repairman: Dale Lewis

Status: Shipped 2/16/2006 4:00:01 PM

Address Information

Customer (Received From)	Return To (Received From)
Name: STEPHEN KREPS	STEPHEN KREPS
Address 1: 1513 STEWART ROAD APT 209	1513 STEWART ROAD APT 209
Address 2:	PO Box:
City: MONROE	MONROE
State: MI Zip Code: 48162 Country: US	State: MI Zip Code: 48162 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

00 UPS Ground

Standard S/H Charges: 0

Additional S/H Charges: 0

Total S/H Charges: 0

Shipment Tracking

1Z114813A800203909

Repair Type: Firearm

Check Number: 9488

Payment Method: CashInAdv

Amount: 29.82

Bill To Address

Name: STEPHEN KREPS

Address 1: 1513 STEWART ROAD APT 209

Address 2:

PO Box:

City: MONROE

State: MI Zip Code: 48162 Country: US

Repair Search | Refresh | Close

supryl 1/3/2007 3:52 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mak... | 1 Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mi... | 3:52 PM

PS 06992 E

File Number:	22210	Arms Service number:	109593
Last Name:	GRIFFITH	First Name:	DAVID J
Street:	1539 LADY ANNE	City:	STREETSBORO
State:	OH	Zip:	44241
Home Ph:	330-422-0641	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:	NEW TA N/C
Settlement Amount:	$0.00	Date Opened Rem:	3/10/2006
Date Opened by P/S:	3/13/2006	Caliber:	30 06
Date of Incident:	3/1/2006	Date Closed:	3/13/2006
Bullet Weight:		Date to Analysis:	
Date from Analysis:		Manufacturer:	REM
Model:	710	Serial:	71250234
Date Code:	EZ	Date Mfgd:	10/4/2005
RAMAC:	710	Litigation:	☐
PreLitigation:	☐	Obsolete:	☐
Custody:		Comments:	Could not duplicate concern. Check over completely, clean action and install new TA to restore customer's confidence in rifle at n/c - under warranty
Time of Modification:	9:16:02 AM		
Date of Modification:	3/20/2006		

PS 06993

— 4#
10/05

David J. Griffith
1539 Lady Anne
Streetsboro, Ohio 44241

To whom it may concern at Remington,

On February 24, 2006 I purchased the Model 710 30-06. On March 1, 2006 I took my new rifle to the shooting range to sight in the scope on it, I had put 11 rounds through it and had successfully sighted the scope in. I was sitting down and I proceeded to cycle a 12th round into the chamber, and as I replaced the bolt my rifle miss fired and went off sending a bullet into the ceiling. The safety was on when this happened so I immediately put the rifle away not shooting it again. When I returned home that evening I proceeded to examine the rifle to see if I could determine what had caused it to go off, I could not find a reason for it but I did find some other things wrong that I would like fixed or replaced. (1.) When I cycled the spent casing it gouged a chunk out of my stock. (2.) As I went to replace the bolt I noticed that it was grinding the top of the magazine and upon further inspection of the magazine I saw that it had left ridges on the top of the magazine. (3.) The bolt is really hard at times to push in to load a shell into the chamber.

Thank you for looking over and repairing my firearm. Please call me and let me know what you found out. You may ask for me, or my wife Amy. Our telephone number is (330) 422-0641. Once again thank you for looking over my gun.

Sincerely,
David J. Griffith

could not duplicate concern. replace TPA check over, clean AT N/C to restore confidence in rifle.

Number: 71250234
Model: 710
RE00109593

PS 06994

Remington.

Factory Repair Instructions

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

Model Number: 710	**Serial Number:** 71250234
Are you the original owner?: ☑ YES ☐ NO	
Name: David J. Griffith	**Date of Purchase:** Feb. 24, 2006
Address (no PO Boxes): 1539 Lady Anne	
City: Streetsboro	**State:** Ohio **Zip:** 44241
Phone (Daytime): 330-422-0641	**Fax:**
E-mail Address: ☑ I would like to receive future e-mail updates from Remington. Amyhay0169@yahoo.com	

Please describe your problem:

I just bought my 710, 30-06, and took it out at the range on March 1, 2006. I put 11 rounds through my gun and had it sighted in when the 12th round was being cycled into the camber when the gun miss feed. The round went into the ceiling. I also noticed that when you empty a spent casing the bolt is digging into my stock, and when pushing the bolt back in the rifle to put another round into the chamber, the bolt is sending on the magizine. call me to let me know

Ammunition Information:

Manufacturer: Winchester	Type: 30-06 springs.
Other (i.e. bullet weight/type, shot size, powder): 180 grain ~~per~~ power point	

Handload Information:

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

1095 GB

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:

How often do you clean the bore? (Months or Number of rounds)

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:

PS 06995

WAL★MART

ALWAYS LOW PRICES.

Always.

WE SELL FOR LESS
ALWAYS
MANAGER DANIEL RATKOVICH
(330) 562 - 0000
BAINBRIDGE TWP, OHIO

ST# 3250 OP# 00000758 TE# 77 TR# 01788

RIFLE AMMO	002089220010	11.87 X
RIFLE AMMO	002089220010	11.87 X
BOLT RIFLE	004770027410	324.33 X
	SUBTOTAL	348.07
VIDEO	009736153783	5.96 X
SHOWER CURT	066553810205	15.96 X
	SUBTOTAL	369.99
4GUAGELINER	066553850001	2.33 X
	SUBTOTAL	372.32
TAX 1	6.500 %	24.20
	TOTAL	396.52
	CASH TEND	400.00
	CHANGE DUE	3.48

ITEMS SOLD 6

TC# 5474 2047 6016 0837 7658 3

Vote for your favorite teacher here
2006 Teacher of the Year Program
02/24/06 11:44:52

******* FIREARMS RETURN POLICY *******
All firearm sales are final.
Wal-Mart will facilitate the repair of damaged merchandise for the length of the specific manufacturer's warranty. Original Wal-Mart receipt and valid government-issued I.D. are required. Gun repair can only be processed at the original store where purchased.
****

****** RETURN & EXCHANGE POLICY ******
All ammunition sales are final.
****

PS 06996

Date: 3/13/06

By: B. TRAVIS

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: David J. Griffith

R.E. Number: 109593

Reason for inspection: Accidental discharge

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 712 Date of Manufacture: 10/05

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:

PS 06997

Feeding: —

Extraction/ejection: —

Trigger pull: 4#

Manual safety: Okay

Test firing results (if applicable): —

DISPOSITION

could not duplicate concern. Replace TPA, check over, clean at N/C to restore confidence in rifle.

ADDITIONAL COMMENTS

PS 06998

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: RE00109593 | Serial: 71250234 Model: 710 Center Fire Caliber, 3006 Produced: 10/04/2005 | Repairman: Robert Frink | Status: Shipped 3/21/2006 4:00:02 PM

Repair

Address Information

Customer: Received From

Name: DAVID GRIFFITH
Address 1: 1539 LADY ANNE
Address 2: PO Box:
City: STREETBORO
State: OH Zip Code: 44241 Country: US

Return to: Received From

DAVID GRIFFITH
1539 LADY ANNE
PO Box:
STREETBORO
State: OH Zip Code: 44241 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 330 422 0641
Fax:
Email: AMY8UG0169@YAHOO.COM
Comments:

Received Condition

Good
Condition Notes:
CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

Repair Search | Refresh | Close

supryll | 1/3/2007 | 3:29 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Part Search by Mak... | Arms Services Repa... | Fservice : Database... | Customer Service D... | 3:29 PM

PS 06998 A

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

air Number: RE00109593
Repair

Serial: 71250234 Model: 710 Center Fire Caliber: 3006 Produced: 10/04/2005

Repairman: Robert Frink
Status: Shipped 3/21/2006 4:00:02 PM

Address Information

Customer — Received From

Name: DAVID GRIFFITH
Address 1: 1539 LADY ANNE
Address 2: PO Box:
City: STREETBORO
State: OH Zip Code: 44241 Country: US

Return To — Received From

DAVID GRIFFITH
1539 LADY ANNE
PO Box:
STREETBORO
State: OH Zip Code: 44241 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M172	CLOSES HARD OVER SHELL
M990	DAMAGED STOCK AND MAG

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern. Replace TPA, check over and clean at no charge to restore confidence in rifle.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryn 1/3/2007 3:29 PM CAPS NUM INS SCRL

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PS 06998 B

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: RE00109593

Serial: 71250234 Model: 710 Center Fire Caliber: 3006 Produced: 10/04/2005

Repairman: Robert Frink

Status: Shipped 3/21/2006 4:00:02 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: DAVID GRIFFITH	DAVID GRIFFITH
Address 1: 1539 LADY ANNE	1539 LADY ANNE
Address 2:	PO Box:
City: STREETBORO	STREETBORO
State: OH Zip Code: 44241 Country: US	State: OH Zip Code: 44241 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F301265	P	710 REC. INSERT ASSB.	1	1	0	1	1	Y			
F305395	P	710 MAGAZINE BOX ASS	1	1	0	1	1	Y			
F305455	P	710 STOCK ASSEMBLY C	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:	.00
Labor:	.00
Ship/Handling:	.00
Est State Tax:	.00
Total:	.00

☑ Charge Taxes

Repair Search | Refresh | Close

supryll 1/3/2007 3:29 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mfr... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:29 PM

PS 06998 C

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: RE00109593
Repair

Serial: 71250234 Model: 710 Center Fire Caliber: 3006 Produced: 10/04/2005

Repairman: Robert Frink
Status: Shipped 3/21/2006 4:00:02 PM

Address Information

Customer: Received From

Name: DAVID GRIFFITH
Address 1: 1539 LADY ANNE
Address 2: PO Box:
City: STREETBORO
State: OH Zip Code: 44241 Country: US

Return To: Received From

DAVID GRIFFITH
1539 LADY ANNE
PO Box:
STREETBORO
State: OH Zip Code: 44241 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
3/8/2006 9:39:50	New	championj	Repair Added
3/10/2006 10:06	Update	schultscm	Repair information change
3/10/2006 10:12	Closed	schultscm	Closed at Expedite
3/13/2006 8:25:4	ReOpened	pencerl	
3/13/2006 8:25:5	Expedite	pencerl	From: Product Services
3/13/2006 1:02:3	Estimate	frinkre	Estimate Update
3/13/2006 1:05:1	Repairing	System	Immediate SAP Allocation
3/13/2006 2:26:1	Expedite	pencerl	From: Repair Bench

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped
3/21/2006 4:00:02 PM
System
Packing
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 1/3/2007 3:29 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Ma... | Arms Services Rep... | Pservice : Batabas... | Customer Service ... | 3:29 PM

PS 06998 D

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

air Number: RE00109593
y Repair

Serial: 71250234 Model: 710 Center Fire Caliber: 3006 Produced: 10/04/2005

Repairman: Robert Frink
Status: Shipped 3/21/2006 4:00:02 PM

Address Information

Customer: Received From
Name: DAVID GRIFFITH
Address 1: 1539 LADY ANNE
Address 2: PO Box:
City: STREETBORO
State: OH Zip Code: 44241 Country: US

Return To: Received From
DAVID GRIFFITH
1539 LADY ANNE
PO Box:
STREETBORO
State: OH Zip Code: 44241 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

Standard S/H Charges: 0
Additional S/H Charges: 00
Total S/H Charges: 0

Shipment Tracking:
1Z114813A200219458

Repair Type: Firearm
Payment Method: Warranty
Order Nbr: 160040 Standard Warranty

Bill To Address
Name: DAVID GRIFFITH
Address 1: 1539 LADY ANNE
Address 2: PO Box:
City: STREETBORO
State: OH Zip Code: 44241 Country: US

Repair Search | Refresh | Close

supryll 1/3/2007 3:29 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mat... | Arms Services Rep... | Pservice : Databas... | Customer Service ... | 3:29 PM

PS 06998 E

Remington Arms Co., Inc.
Product Service
Legal Case #:369

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
116214	8/31/2006	9/1/2006	9/1/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Doris Kerwin	Bass Pro Main Office	200 Gulf Stream Way	Dania Beach	FL	33004		W 954-929-7710
Incident	Robert Edward	Goff	156 Tropical Ave	Wast Palm Beach	FL	33415		H 561-493-9743

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern			
S	Fires without pulling trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C						

Could not duplicate accidental discharge concern. Action is not very smooth.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/300 WIN MA	27414	71311739	PA	6/26/2006 8:55:08 AM

Date Purchased	Where Purchased	Accessories	Original Owner
8/1/2006	AMERICAN ROD & GUN	SCOPE WITH RINGS ANG BASE	Y

CUST.CONCERN:DISCHARGES ON ITS OWN WITHOUT PULLING TRIGGER

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair as needed under						

PS 06999

rranty

Repair/Replacement Cost **Repair/Replacement Date**

Install a new receiver insert. Check over completely and test under warranty.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/1/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
el	Description		24" 300 WIN MAG
	Date Code		PA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
	Condition	Like new; Functioning	

PS 07000

Receiver	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 07001

case - 369

id no duplicate concern. Inc Rec. Insert checkout, engr, + Func test AT H/C o restore confidence, n Rifle. (warranty)

5# 24" PA 6/06

954-929-7710

OUTDOOR WORLD - GUN REPAIR

200 Gulf Stream Way, Dania Beach, Florida 33004

PRINT ALL INFORMATION

CUSTOMER'S FULL NAME Robert Edward Goff
FIRST MIDDLE LAST

RESIDENCE ADDRESS 156 Tropical ave.
West Palm Beach, FL. 33415
(NO., STREET, CITY, COUNTY, STATE, ZIP CODE; CANNOT BE A P.O. BOX)

TAKE COPY OF DRIVER'S LICENSE

DRIVER'S LICENSE NUMBER G100-765-64-290-0
DATE FIREARM RECEIVED 8-19-06 PHONE 493-9743 (561)
ASSOC. RECEIVING FIREARM (PRINT) Gillian Frick EMP. NO 781189
FIREARM MFG. Remington SERIAL NUMBER 71311739
TYPE Remington MODEL 710 ACTION bolt CALIBER/GAUGE 300
DATE CUST. PURCHASE FIREARM 8-1-06
SERVICE REQUESTED bolt is rough & discharges on its own without pulling the trigger.

COMMENTS 1st time he ever shot out of it this happen.

** ENTER ACQUISITION INFO. IN BLK. REPAIR BOOK & REPAIR A & D BOOK. (PUT ORIG. FORM IN BLACK REPAIR BOOK)
REPAIR A & D BOOK NUMBER L-25-8
(BOOK FOR HAND GUN IS H & LONG GUN IS L. EXAMPLE: H-1-6 OR L-1-7)
** FILE COPY IN HUNTING'S REPAIR BOOK.
** GIVE COPY OF THIS FORM TO CUSTOMER.

DATE SHIPPED TO REPAIR 8-20-06 MFG. Remington
ADDRESS 14 Moefler Avenue Ellion, N 1335
** NOTE: MAKE 3 COPIES .... 1. INCLUDE WITH FIREARM, 2. BPS SHIPPING DEPT. 3. BECKY
DATE REC'D FROM REPAIR _____ A & D NUMBER _____
DATE CUSTOMER NOTIFIED _____ COMMENTS (IF ANY) _____

71311739

Mo ... 710

RE00116214

(BE SURE TO CHECK I.D.)
DATE _____
EMPLOYEE NO. _____

PY OF REPAIR DOCUMENT.
PLETED FORM TO BECKY AFTER
ARM.

PS 07002

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: RE00116214

Serial: 71311739 Model: 710 Center Fire with 24 inch barrel Caliber: 300 WIN MAG W/SCOPE
Produced: 08/28/2006

Repairman:

Status: Closed 8/31/2006 1:28:55 PM

Address Information

Customer: Received From

Name: BASS PRO MAIN OFFICE
Address 1: ATTN DORIS KERWIN
Address 2: 200 GULF STREAM WAY PO Box:
City: DANIA BEACH
State: FL Zip Code: 33004 Country: US

Return To: Received From

BASS PRO MAIN OFFICE
ATTN DORIS KERWIN
200 GULF STREAM WAY PO Box:
DANIA BEACH
State: FL Zip Code: 33004 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
8/31/2006 1:25:4	New	brygidowwr	Repair Added	
8/31/2006 1:28:5	Closed	brygidowwr	Closed at Expedite	

- Shipping Hold
- Interface Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Closed
8/31/2006 1:28:55 PM
brygidowwr
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryl | 9/1/2006 | 9:31 AM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Current Cases - Mic... | Microsoft Word | Microsoft Excel | Arms Services Repa... | 9:31 AM

PS 07003

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

air Number: RE00116214

y Repair

Serial: 71311739, Model: 710, Center Fire, with 24 inch barrel, Caliber: .300 WIN MAG W/SCOPE
Produced: 06/26/2006

Repairman: Chuck Dekanek

Status: Shipped 9/13/2006 4:00:01 PM

Address Information

Customer (Received From)	Return To (Received From)
Name: BASS PRO MAIN OFFICE	BASS PRO MAIN OFFICE
Address 1: ATTN DORIS KERWIN	ATTN DORIS KERWIN
Address 2: 200 GULF STREAM WAY PO Box:	200 GULF STREAM WAY PO Box:
City: DANIA BEACH	DANIA BEACH
State: FL Zip Code: 33004 Country: US	State: FL Zip Code: 33004 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 954 929 7710

Fax:

Email:

Comments:

Received Condition

Fair

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qu
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1
A039	Customers Box	1

Repair Search | Refresh | Close

sudy/ft 1/3/2007 3:31 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Mat... | Arms Services Repa... | Pservice : Database... | Customer Service D... | 3:31 PM

PS 07003 A

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: RE00116214

Serial: 71311739, Model 710, Center Fire, with 24 inch barrel, Caliber: 300 WIN MAG W/SCOPE
Produced: 06/26/2006

Repairman: Chuck Dekanek
Status: Shipped 9/13/2006 4:00:01 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: BASS PRO MAIN OFFICE	BASS PRO MAIN OFFICE
Address 1: ATTN DORIS KERWIN	ATTN DORIS KERWIN
Address 2: 200 GULF STREAM WAY PO Box:	200 GULF STREAM WAY PO Box:
City: DANIA BEACH	DANIA BEACH
State: FL Zip Code: 33004 Country: US	State: FL Zip Code: 33004 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	FIRES WITHOUT PULLING T

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern.Replace receiver insert,check over,clean and function test at no charge to restore confidence in rifle.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryl 1/3/2007 3:31 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mak... | Arms Services Repa... | Pservice : Database... | Customer Service ... | 3:31 PM

PS 07003 B

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: RE00116214

Serial: 71311739, Model 710, Center Fire with 24 inch barrel, Caliber: 300 WIN MAG W/SCOPE
Produced: 06/26/2006

Repairman: Chuck Dekanek
Status: Shipped 9/13/2006 4:00:01 PM

Address Information

Customer: (Received From)
Name: BASS PRO MAIN OFFICE
Address 1: ATTN DORIS KERWIN
Address 2: 200 GULF STREAM WAY PO Box:
City: DANIA BEACH
State: FL Zip Code: 33004 Country: US

Return To: (Received From)
BASS PRO MAIN OFFICE
ATTN DORIS KERWIN
200 GULF STREAM WAY PO Box:
DANIA BEACH
State: FL Zip Code: 33004 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wint	Price	Disc	ExtAmt
F301265	P	710 REC INSERT ASSB.	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000118	S	GR-CLEAN	1	1	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts: .00
Labor: .00
Ship/Handling: .00
Est State Tax: .00
Total: .00
☑ Charge Taxes

Repair Search | Refresh | Close

supryll | 1/3/2007 | 3:31 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft ... | Part Search by Msk... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:31 PM

PS 07003 c

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

air Number: RE00116214

Repair

Serial: 7131739 Model 710 Center Fire with 24 inch barrel Caliber: 300 WIN MAG W/SCOPE Produced: 06/26/2006

Repairman: Chuck Dekanek

Status: Shipped 9/13/2006 4:00:01 PM

Address Information

Customer: Received From

Name: BASS PRO MAIN OFFICE

Address 1: ATTN DORIS KERWIN

Address 2: 200 GULF STREAM WAY PO Box:

City: DANIA BEACH

State: FL Zip Code: 33004 Country: US

Return To: Received From

BASS PRO MAIN OFFICE

ATTN DORIS KERWIN

200 GULF STREAM WAY PO Box:

DANIA BEACH

State: FL Zip Code: 33004 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
8/31/2006 1:25:4	New	brygidowwr	Repair Added
8/31/2006 1:28:5	Closed	brygidowwr	Closed at Expedite
9/5/2006 4:58:13	Comment	sykesds	Consumer Contact for Repair Stat
9/6/2006 12:49:0	Maint	pencerl	Repair Maintenance
9/6/2006 12:49:3	Expedite	pencerl	From: Product Services
9/8/2006 2:47:28	Estimate	dekanekcg	Estimate Update
9/8/2006 2:50:30	Approved	dekanekcg	In person
9/8/2006 2:50:31	Update	dekanekcg	Address, Billing, or Ship Method C

- [ ] Shipping Hold
- [ ] Interface Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [x] Has been Approved
- [ ] Internal Repair

Current Status: Shipped

9/13/2006 4:00:01 PM

System

Packing

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 1/3/2007 3:31 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mat... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:31 PM

PS 07003 D

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: RE00116214

Serial: 7131739 Model: 710 Center Fire with 24 inch barrel Caliber: 300 WIN MAG W/SCOPE Produced: 06/26/2006

Repairman: Chuck Dekanek

Status: Shipped 9/13/2006 4:00:01 PM

Address Information

Customer		Return To	
Received From		Received From	
Name:	BASS PRO MAIN OFFICE		BASS PRO MAIN OFFICE
Address 1:	ATTN DORIS KERWIN		ATTN DORIS KERWIN
Address 2:	200 GULF STREAM WAY		200 GULF STREAM WAY
PO Box:			
City:	DANIA BEACH		DANIA BEACH
State:	FL		FL
Zip Code:	33004		33004
Country:	US		US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

00-UPS Ground

Standard S/H Charges: 0

Additional S/H Charges: 0

Total S/H Charges: 0

Shipment Tracking:

1Z114813A800266106

Repair Type: Firearm

Payment Method: Warranty

Order Nbr: 160040 Standard Warranty

Bill To Address

Name: BASS PRO MAIN OFFICE

Address 1: ATTN DORIS KERWIN

Address 2: 200 GULF STREAM WAY

PO Box:

City: DANIA BEACH

State: FL

Zip Code: 33004

Country: US

Repair Search | Refresh | Close

Loupryll | 1/3/2007 | 3:31 PM | CAPS | NUM | INS | SBPL

Start | Inbox - Microsoft ... | Part Search by Nat... | Arms Services Rep... | Reservice : Database... | Customer Service ... | 3:31 PM

PS 07003 E

Remington Arms Co., Inc.
Product Service
Legal Case #:462

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
118197	10/4/2006	10/5/2006	10/5/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gerald	Gainey	10710 Gap Way Road	Andrews	SC	29510		H 843-264-8524

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4038	Could Not Duplicate Concern			
S	Fires on safe release	Concern:1007	Fired on Safe Release		Unknown	
C						

Customer says the rifle was sent back under a safety recall and now the rifle shoots when you take the safety off.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
	CF/BA	710/3006 SPR	27410	71073513	WW	8/9/2002 1:23:05 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR	SCOPE BASE	U

CUST.CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca Da AP
New						

PS 07004

Receiver
Insert n/c

Repair/Replacement Cost	Repair/Replacement Date
65.00	10/5/2006

We could not duplicate the fires on safe release claim. Clean action and install a new receiver insert (contains a new trigger assembly) to restore customers faith in rifle.

Examination[/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/5/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		WW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	

PS 07005

	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	

PS 07006

CASE # 462

S.J# WW 8/02 22"

Remington

Factory Repair Instructions

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

Model Number: 710	**Serial Number:** 71073513

Are you the original owner?: ☐ YES ☑ NO

Name: Arnold Harney	**Date of Purchase:** 9-2-05

Address (no PO Boxes):

10710 GAP WAY RD

City: ANDREWS	**State:** S.C.	**Zip:** 29510

Phone (Daytime): 1-843-264-85[illegible] **Fax:**

E-mail Address:

☐ I would like to receive future e-mail updates from Remington.

Please describe your problem:

Rifle was sent back under Ratner Recall for safety & now shoots when you click safety off but shoots

118197

Ammunition Information:

Manufacturer: Rem. Type:

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:

How often do you clean the bore? (Months or Number of rounds)

How often do you clean the action? (Months or Number

How often do you clean the trigger assembly? (Months o

Brand of lubricant used:

Serial Number: 71073513

Model: 710

PS 07007

RE00118197

could not duplicate concern. check over completely, replace rec. insert complete. function test at N/L

#[illegible]

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds) once A Month

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☑ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed? check Bally under Recall

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over $75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 07008

Dear Remington

This gun Shoots when you take it off of safty without you touching trigger all you have to do is take it off of safty for it to go off. It all so looks like it has a crack under the Bolt so please fix it right this time, this the second time I have had to send it off.

Thank You
Mr Gerald Gainey

Gerald Gainey
10710 Gapway Rd
Andrews S.C.
29510
1-843-264-8524

PS 07009

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

r Number: RE00118197

, Repair: High Priority

Serial: 71073513 Model 710 Center Fire Caliber 3006 Produced: 08/09/2002

Repairman:

Status: Closed 10/4/2006 3:01:49 PM

Address Information

Customer		Return To	
	Received From		Received From
Name:	GERALD GAINEY		GERALD GAINEY
Address 1:	10710 GATEWAY ROAD		10710 GATEWAY ROAD
Address 2:	PO Box:		PO Box:
City:	ANDREWS		ANDREWS
State:	SC Zip Code: 29510 Country: US	State:	SC Zip Code: 29510 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
9/29/2006 11:03:	New	championj	Repair Added
10/4/2006 3:01:0	Update	brygidowwr	Repair information change
10/4/2006 3:01:4	Closed	brygidowwr	Closed at Expedite

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Closed

10/4/2006 3:01:49 PM

brygidowwr

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryrl | 10/5/2006 | 12:55 PM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft Ou... | Arms Services Repai... | Enter New Case - Mi... | Microsoft Word | Search for a Serial N... | 12:55 PM

PS 07010

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

Number: RE00118197
Repair: High Priority

Serial: 71073513 Model: 710 Center Fire Caliber: 3006 Produced: 08/09/2002

Repairman: Dale Lewis
Status: Shipped 10/12/2006 4:00:01 PM

Address Information

Customer: Received From
Name: GERALD GAINEY
Address 1: 10710 GATEWAY ROAD
Address 2:
PO Box:
City: ANDREWS
State: SC Zip Code: 29510 Country: US

Return To: Received From
GERALD GAINEY
10710 GATEWAY ROAD
PO Box:
ANDREWS
State: SC Zip Code: 29510 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information
Phone: 843 264 8524
Fax:
Email:
Comments:

Received Condition
Fair
Condition Notes:
CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A017	Scope Base	1

Repair Search | Refresh | Close

supryrl 1/3/2007 3:35 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Part Search by Nat... | Arms Services Repair... | 2 Microsoft Office ... | Closed Cases - Mic... | 3:35 PM

PS 07010 A

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: RE00118197

Priority Repair: High Priority

Serial: 71073513 Model: 710 Center Fire Caliber 3006 Produced: 08/09/2002

Repairman: Dale Lewis

Status: Shipped 10/12/2006 4:00:01 PM

Address Information

Customer — Received From

Name: GERALD GAINEY
Address 1: 10710 GATEWAY ROAD
Address 2: PO Box:
City: ANDREWS
State: SC Zip Code: 29510 Country: US

Return To — Received From

GERALD GAINEY
10710 GATEWAY ROAD
PO Box:
ANDREWS
State: SC Zip Code: 29510 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M246	SAFETY DETENT SPRING IN
M296	FACTORY ONLY LABEL

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE
M246	SAFETY DETENT SPRING IN

Repair Notes:

could not duplicate concern,check over completely,replace rec insert complete,function test at n/c per prod service

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryfl 1/3/2007 3:35 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Na... | Arms Services Repa... | 2 Microsoft Office ... | Closed Cases - Mic... | 3:35 PM

PS 07010 B

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

air Number: RE00118197
y Repair: High Priority

Serial: 71073513 Model: 710 Cente: Fire Caliber: 3006 Produced: 08/09/2002

Repairman: Dale Lewis
Status: Shipped 10/12/2006 4:00:01 PM

Address Information

Customer: Received From

Name: GERALD GAINEY
Address 1: 10710 GATEWAY ROAD
Address 2: PO Box:
City: ANDREWS
State: SC Zip Code: 29510 Country: US

Return To: Received From

GERALD GAINEY
10710 GATEWAY ROAD
PO Box:
ANDREWS
State: SC Zip Code: 29510 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts: .00
Labor: .00
Ship/Handling: .00
Est State Tax: .00
Total: .00

☑ Charge Taxes

Repair Search | Refresh | Close

supryll | 1/3/2007 | 3:35 PM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft ... | Part Search by Mal... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:35 PM

PS 07010 c

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: RE00118197
Repair: High Priority
Serial: 71073513, Model: 710, Center Fire, Caliber: 3006 Produced: 08/09/2002
Repairman: Dale Lewis
Status: Shipped 10/12/2006 4:00:01 PM

Address Information

Customer: Received From
Name: GERALD GAINEY
Address 1: 10710 GATEWAY ROAD
Address 2: PO Box:
City: ANDREWS
State: SC Zip Code: 29510 Country: US

Return To: Received From
GERALD GAINEY
10710 GATEWAY ROAD
PO Box:
ANDREWS
State: SC Zip Code: 29510 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
9/29/2006 11:03	New	championrj	Repair Added
10/4/2006 3:01:0	Update	brygidowwr	Repair information change
10/4/2006 3:01:4	Closed	brygidowwr	Closed at Expedite
10/9/2006 9:29:1	Maint	pencerl	Repair Maintenance
10/9/2006 9:29:2	Expedite	pencerl	From: Product Services
10/9/2006 10:34:	Estimate	lewisdb	Estimate Update
10/9/2006 10:50:	Estimate	lewisdb	Estimate Update
10/9/2006 10:55:	Repairing	System	Immediate SAP Allocation

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped
10/12/2006 4:00:01 PM
System
Packing
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 1/3/2007 3:35 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Parts Search by Mat... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:35 PM

PS 07010 D

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: RE00118197

Priority Repair: High Priority

Serial: 71073513 Model: 710 Center Fire Caliber 3006 Produced: 09/09/2002

Repairman: Dale Lewis

Status: Shipped 10/12/2006 4:00:01 PM

Address Information

Customer: Received From

Name: GERALD GAINEY

Address 1: 10710 GATEWAY ROAD

Address 2: PO Box:

City: ANDREWS

State: SC Zip Code: 29510 Country: US

Return To: Received From

GERALD GAINEY

10710 GATEWAY ROAD

PO Box:

ANDREWS

State: SC Zip Code: 29510 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

00 UPS Ground

Standard S/H Charges: 0

Additional S/H Charges: 0

Total S/H Charges: 0

Shipment Tracking:

1Z1148130800302150

Repair Type: Firearm

Payment Method: Warranty

Order Nbr: 230145 Product Services

Bill To Address

Name: GERALD GAINEY

Address 1: 10710 GATEWAY ROAD

Address 2: PO Box:

City: ANDREWS

State: SC Zip Code: 29510 Country: US

Repair Search | Refresh | Close

supryl 1/3/2007 3:35 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mat... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:35 PM

PS 07010 E

Remington Arms Co., Inc.
Product Service
Legal Case #:687

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120705	11/27/2006	11/27/2006	11/27/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Harry	Peneguy						H 504-512-2182
Reporter		50 Academy Sports and Outdoors	61107 Airport Road	Slidell	LA	70460		W 281-646-5565

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD						
S	Fires on safe release	Cause:4006	Altered Adjustments or Components		Unknown	
		Concern:1007	Fired on Safe Release			
C						

2/1/06-Correspondence received from repair-Safety switch is not working properly. Gun fires on safe release. Trigger very sensitive. Bolt tight.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/270 WIN	27408	71173635	PY	6/21/2004 3:58:18 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACADEMY CORP	SCOPE,RINGS,MOUNT	U

CUST.CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Offered repair at 1/2 price.						

PS 07011

Repair/Replacement Cost	Repair/Replacement Date

11/29/06-Repairman quoted repair at 1/2 price $47.32.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/27/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		PY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	

PS 07012

Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	---Select---	INSERT RAILS MISSASSM OUTSIDE OF FACTORY
	Pull	---Select---	1.75#
	Altered	True	SET SCREWS ALTERED

PS 07013

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
710	27408	MAY	6/21/2004	Model 710 W/Scope BOLT ACTION CENTERFIRE RIFLE 22" Barrel .270 Cal. W/4 Shot Mag Box

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2004/06/25	SHIP OHL	ACADEMY CORP	77449	0081075860	richmondgm	99615P-TL
	FFL:5-76-201-01-6C-00004					

Location: Arms Services
Not on File at this location
Location: Custom Gun Shop
Not on File at this location
Location: Ilion Plant
Not on File at this location
Location: Mayfield

Modelid	Material	ProdLoc	ProdDate	Description
710	27408	MAY	06/21/2004	Model 710 W/Scope Bolt Action Centerfire Rifle 22" Barrel .270 Cal. W/4 Shot Mag Box

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Transfered	06/22/2004	Staging	O30073564	P30004998	T30000227			

History:

Date	Action	User	Activity Description
2004/06/08	Assigned	chambleead	710
2004/06/15	Etching	receiver	
2004/06/15	Etched	receiver	
2004/06/21	Packed	SASSEENTD	27408, 710
2004/06/21	Warehoused	PLH	27408, 710 Received from Packing
2004/06/22	Staged	byrdsr	T:T30000227 P:P30004998
2004/06/22	Transfered	byrdsr	To: OHL on T30000227

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description
710	27408	MAY	06/21/2004	Model 710 W/Scope Bolt Action Centerfire Rifle 22" Barrel .270 Cal. W/4 Shot Mag Box

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Shipped	06/25/2004	Intransit	O30073564	P30004998	T30000227	169796	0081075860	

story:

Date	Action	User	Activity Description
2004/06/23	TransferRcv	RLE	Transfer: T30000227 RF
2004/06/23	Received	kimbleoi	From: MAY on T30000227
2004/06/23	LocChange	RLE	Location: FABF10 RF
2004/06/25	ShipUnitAdd	REK	Shmt:169796 PO:99615P-TL SU:S10560275 - RF
2004/06/25	Shipped	richmondgm	Shmt: 169796 Delv: 0081075860

Local BATF

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2004/06/25	SHIP OHL	ACADEMY CORP	77449	0081075860	richmondgm	99615P-TL

Location: Arms Service Repairs

Repair Nbr	StatusDate	SerialNbr	Replacement	Description
RE00120705	11/29/2006	71173635		Model 710 Center Fire Caliber: 270 WIN

Location: Remington Authorized Repair Centers
Not on File at this location
Location: Non-SAP Serial Number Tracking
Not on File at this location

CASE # 687

SAFETY SWITCH IS NOT WORKING PROPERLY -

EVERY NOW AND AGAIN WHEN BOLTED, WHEN SWITCHED TO FIRE POSITION THE GUN WILL SOMETIMES FIRE WITHOUT ANYTHING TOUCHING TRIGGER.

ALSO THE TRIGGER IS VERY SENSITIVE.

THE BOLT IS REALLY TIGHT.

13/4# PY 6/04

HARRY PENEGLY

(504) 512-2182

Serial Number: 71173635

Model: 710

RE00120705

TRIG. ASSM. SET SCREWS ALTERED. APPEARS REC-INSERT PINS ~~ARE~~ HAVE BEEN MISALIGNED OUTSIDE ~~OF~~. FACTORY REPAIR AS NEEDED AT 1/2 WSP. GOOD-W. NO SUBSTITUTE. QUOTE (REPLACE TPA.)

PS 07015

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: RE00120705

Verify Repair

Serial: 71173635 Model 710 Center Fire Caliber: 270 WIN Produced: 06/21/2004

Repairman: Chuck Dekanek

Status: ApprovalHold 11/29/2006 10:52:38 AM

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	50 ACADEMY SPORTS AND OUTDOORS		50 ACADEMY SPORTS AND OUTDOORS
Address 1:	61107 AIRPORT ROAD		61107 AIRPORT ROAD
Address 2:	PO Box:		PO Box:
City:	SLIDELL		SLIDELL
State: LA	Zip Code: 70460	State: LA	Zip Code: 70460
Country:	US	Country:	US

FFL:

Contact / Condition | **Problems** | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M993	FIRES SOMETIMES WHEN S

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Trigger assembly set screw altered.Appears receiver insert rails have been misaligned outside of factory.Repair as needed at 1/2 MSP.Good-will gesture.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

lmwatson | 12/1/2006 | 9:20 AM | CAPS | NUM | INS | SCRL

Start | Microsoft... | 2 Internet ... | P-touch Edito... | 597.17HMR.... | Arms Servi... | Search for a ... | FullShot 97 | 100% | 9:20 AM

Screen Capture. 9:20:17am - Friday. 12/1/06. 1024w x 768h

PS 07016

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: RE00120705

Verify Repair

Serial: 71173635 Model 710 Center Fire Caliber: 270 WIN Produced: 06/21/2004

Repairman: Chuck Dekanek

Status: ApprovalHold 11/29/2006 10:52:38 AM

Address Information

Customer: (Received From)		Return To: (Received From)	
Name:	50 ACADEMY SPORTS AND OUTDOORS		50 ACADEMY SPORTS AND OUTDOORS
Address 1:	61107 AIRPORT ROAD		61107 AIRPORT ROAD
Address 2:		PO Box:	
City:	SLIDELL		SLIDELL
State:	LA	Zip Code:	70460
Country:	US		

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
F300345	P	710 BOLT STOP	1	1	0	1	0	N	3.00	50	1.50
F300401	P	710 RECEIVER INSERT A	1	1	0	1	0	N	55.00	50	27.50
F300539	P	710 BACKER, LEFT	1	1	0	1	0	N	3.00	50	1.50
F300540	P	710 BACKER, RIGHT	1	1	0	1	0	N	3.00	50	1.50
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	N	1.00	50	6.00
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	50	7.50

Parts:	32.00
Labor:	7.50
Ship/Handling:	6.00
Est State Tax:	1.82
Total:	47.32

☑ Charge Taxes

Repair Search | Refresh | Close

lmwatson | 12/1/2006 | 9:20 AM | CAPS | NUM | INS | SCRL

Start | rosoft... | 2 Internet ... | P-touch Edito... | 597.17HMR.... | ns Servi... | Search for a ... | FullShot 97 | 100% | 9:20 AM

PS 07017

reen Capture 9:20:23am - Friday 12/1/06 1024w x 768h

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

Number: RE00120705

Serial: 711/73635 Model: 710 Center Fire Caliber: 270 WIN Produced: 06/21/2004

Repairman: Chuck Dekanek

Status: Shipped 12/29/2006 4:00:01 PM

Address Information

Customer	Received From	Return To:	Received From
Name:	50 ACADEMY SPORTS AND OUTDOORS	50 ACADEMY SPORTS AND OUTDOORS	
Address 1:	61107 AIRPORT ROAD	61107 AIRPORT ROAD	
Address 2:	PO Box:	PO Box:	
City:	SLIDELL	SLIDELL	
State:	LA Zip Code: 70460 Country: US	State: LA Zip Code: 70460 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 281 646 5565

Fax:

Email:

Comments:

Received Condition

Fair

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A010	Hard Case	1
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

Repair Search | Refresh | Close

supryll 1/3/2007 3:43 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Part Search by Nat... | Arms Services Repa... | 2 Microsoft Office ... | Closed Cases - Mic... | 3:43 PM

PS 07017 A

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

Number: RE00120705

Serial: 71173635 Model: 710 Center Fire Caliber 270 WIN Produced: 06/21/2004

Repairman: Chuck Dekanek

Status: Shipped 12/29/2006 4:00:01 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: 50 ACADEMY SPORTS AND OUTDOORS	50 ACADEMY SPORTS AND OUTDOORS
Address 1: 61107 AIRPORT ROAD	61107 AIRPORT ROAD
Address 2:	PO Box:
City: SLIDELL	SLIDELL
State: LA Zip Code: 70460 Country: US	State: LA Zip Code: 70460 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M993	FIRES SOMETIMES WHEN S

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Trigger assembly set screw altered Appears receiver insert rails have been misaligned outside of factory Repair as needed at 1/2 MSP Good-will gesture.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryll 1/3/2007 3:43 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mil... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:49 PM

PS 07017 B

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: RE00120705

Serial: 71173635, Model: 710, Center Fire, Caliber: 270 WIN Produced: 06/21/2004

Reparman: Chuck Dekanek

Status: Shipped 12/29/2006 4:00:01 PM

Address Information

Customer	Received From	Return To	Received From
Name:	50 ACADEMY SPORTS AND OUTDOORS	50 ACADEMY SPORTS AND OUTDOORS	
Address 1:	61107 AIRPORT ROAD	61107 AIRPORT ROAD	
Address 2:			
PO Box:			
City:	SLIDELL	SLIDELL	
State:	LA	LA	
Zip Code:	70460	70460	
Country:	US	US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wnt	Price	Disc	ExtAmt
F300345	P	710 BOLT STOP	1	1	0	1	1	N	3.00	50	1.50
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	N	55.00	50	27.50
F300539	P	710 BACKER, LEFT	1	1	0	1	1	N	3.00	50	1.50
F300540	P	710 BACKER, RIGHT	1	1	0	1	1	N	3.00	50	1.50
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	N	1.00	50	6.00
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	50	7.50

Parts:	32.00
Labor:	7.50
Ship/Handling:	6.00
Est State Tax:	1.82
Total:	47.32

☑ Charge Taxes

Repair Search | Refresh | Close

supryll 1/3/2007 3:44 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Ma... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:44 PM

PS 07017c

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

Number: RE00120705
Verify Repair

Serial: /1173635 Model 710 Center Fire Caliber 270 WIN Produced: 06/21/2004

Repairman: Chuck Dekanek
Status: Shipped 12/29/2006 4:00:01 PM

Address Information

Customer: Received From

Name: 50 ACADEMY SPORTS AND OUTDOORS
Address 1: 61107 AIRPORT ROAD
Address 2: PO Box:
City: SLIDELL
State: LA Zip Code: 70460 Country: US

Return To: Received From

50 ACADEMY SPORTS AND OUTDOORS
61107 AIRPORT ROAD
PO Box:
SLIDELL
State: LA Zip Code: 70460 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
11/27/2006 7:26:	New	valentds	Repair Added
11/27/2006 7:35:	Closed	valentds	Closed at Expedite
11/27/2006 7:40:	Maint	brygidowwr	Repair Maintenance
11/28/2006 8:04:	Maint	pencerl	Repair Maintenance
11/29/2006 8:07:	Expedite	pencerl	From: Product Services
11/29/2006 10:5:	Estimate	dekanekcg	Estimate Update
11/29/2006 10:5:	Expedite	pencerl	From: Repair Bench
11/29/2006 3:30:	ApprovalHold	BatchJob	Quotation Control

- [ ] Shipping Hold
- [ ] InterFace Hold
- [x] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [x] Has been Approved
- [ ] Internal Repair

Current Status: Shipped
12/29/2006 4:00:01 PM
System
Packing
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryl 1/3/2007 3:44 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mak... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:44 PM

PS 07017 D

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

Number: RE00120705

Verify Repair

Serial: 71173635 Model 710 Center Fire Caliber: 270 WIN Produced: 06/21/2004

Repairman: Chuck Dekanek

Status: Shipped 12/29/2006 4:00:01 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: 50 ACADEMY SPORTS AND OUTDOORS	50 ACADEMY SPORTS AND OUTDOORS
Address 1: 61107 AIRPORT ROAD	61107 AIRPORT ROAD
Address 2:	PO Box:
City: SLIDELL	SLIDELL
State: LA Zip Code: 70460 Country: US	State: LA Zip Code: 70460 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

88 UPS Ground COD

Standard S/H Charges: 0

Additional S/H Charges: 0

Total S/H Charges: 0

Shipment Tracking:

1Z114813AJ00349186

Repair Type: Firearm

Payment Method: COD

Bill To Address

Name: 50 ACADEMY SPORTS AND OUTDOORS

Address 1: 61107 AIRPORT ROAD

Address 2: PO Box:

City: SLIDELL

State: LA Zip Code: 70460 Country: US

Repair Search | Refresh | Close

supryn | 1/3/2007 | 3:44 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft ... | Part Search by Nat... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Nit... | 3:44 PM

PS 07017 E

Remington Arms Co., Inc.
Product Service
Legal Case #:354

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
115874	8/29/2006	8/30/2006	8/30/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Rick	Ritchter	Ricks Guns 7001 Kitlisa Drive	Anchorage	AK	99502		W 907-248-1499 F 907-248-3310

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4006	Altered Adjustments or Components		Unknown	
S	Fired on bolt closing	Concern:1008	Fired on Bolt Closing			
C						

Gun Shop claims that the shooter bought the rifle 3 years ago and this is the first time he fired the rifle. However, we found the Trigger assembly set screw positions altered creating an unsafe condition.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/270 WIN	27408	71102765	LX	2/21/2003

Date Purchased	Where Purchased	Accessories	Original Owner
8/18/2003	SIMMONS GUN SPECIALTIES I	SCOPE BASE	Y

CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
New TA						

Repair/Replacement Cost	Repair/Replacement Date

Replace receiver insert, check over completely, clean action at 1/2 MSP.

PS 07018

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/30/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		LX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	METAL RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	RUSTY
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	

PS 07019

Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	
	Altered	True	TRIG ASSM SCREWS ALTERED

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

Number: RE00115874

Verify Repair

Serial: 71102765 Model 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003

Repairman:

Status: New 8/29/2006 2:34:01 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: RICKS GUNS	RICKS GUNS
Address 1: 7001 KITLISA DRIVE	7001 KITLISA DRIVE
Address 2: PO Box:	PO Box:
City: ANCHORAGE	ANCHORAGE
State: AK Zip Code: 99502 Country: US	State: AK Zip Code: 99502 Country: US

FFL: 9 92 020 01 7M 00230 12.1.07

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	UserID	Desc1
8/23/2006 9:49:3	New	championrj	Repair Added
8/29/2006 2:34:0	Update	sanguinegl	Repair information change
8/29/2006 2:37:3	Expedite	sanguinegl	From: Check In
8/30/2006 12:53:	Expedite	pencerl	From: Product Services

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New

8/29/2006 2:34:01 PM

sanguinegl

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 8/30/2006 3:07 PM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Microsoft Word | Arms Services Repair... | Current Cases - Micro... | 3:07 PM

PS 07021

CASE # 354

LX 2/03

22"

RICK'S GUNS

7001 Kitlisa Drive • Anchorage, AK 99502 • Phone (907) 248-1499 • Fax (907) 248-3310

Date: Aug 7, 2006

To: Remington Firearms

From: Rick Richter, Rick's Guns

Subj: Rem. 710 Sportsman 270 Win
Ser # 71102765

We purchased the enclosed rifle through Simmons Gun Specialties in August 2003. We resold the rifle to Mr. Clint Lentfer in September 2003. The buyer put the rifle away without firing it. A week ago he decided to shoot the rifle. He found that there is a problem with the firing mechanism. The gun fires when the bolt is closed. The rifle is not safe to operate in this condition. It appears that something is wrong with the trigger. The buyer is a responsible businessman who has purchased numerous firearms from us. We have no reason to doubt his story. In that the problem occurred the first time the buyer tried to fire the rifle we believe the repair should be cover by warranty.

Please inspect the rifle and call use with your findings.

Thanks for your help

TRIG. ASSM. SETSCREWS ALTERED - UNSAFE COND. [redacted] BACK REC. ENGAGE, CHECK OVER, CLEAN AT 1/2 MSP.

Serial Number: 71102765

Model: 710

RE00115874

PS 07022

PS 07023

* * * * * P A C K I N G L I S T * * * * * # S994737

FFL #
5-48-091-01-5C-10386

SIMMONS GUN SPECIALTIES, INC.
20241 W 207TH
SPRING HILL KS 66083

PAGE 1
DATE 8/18/03

SOLD TO 907-248-1499
208057 RICKS GUNS
RICK RICHTER
7001 KITLISA
ANCHORAGE AK 99502

SHIP TO

TERMS NET-30 CUST PO # HOW SHIP UPS CHG AIR2 SM 26 PK 52 CK 32

ORDRD	SHPD	ITEM #	CTN	DESCRIPTION	UNIT PRICE	AMOUNT
1	1	RAG7408	01	REM 710 SPORTSMAN 270WIN W/SCP	296.95	296.95
		SERIAL#		71102765		
1	1	RAG7410	01	REM 710 SPORTSMAN 30-06 W/SCP	296.95	296.95
		SERIAL#		71088094		
1	1	ZZZCRCARD	01	UNEARNED CASH DISCOUNT	16.33	16.33

MDSE. TOTAL	610.23
+ FRT. CHG.	59.42
SUB-TOTAL	669.65
INV. TOTAL	669.65

ALL BACKORDERS ARE CANCELLED.
PLEASE REPORT ANY SERIAL # DISCREPANCIES.

* * * * * THIS IS NOT A BILL * * * * *

* * * THIS SHIPMENT CONTAINS 1 CARTONS * * *

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

air Number: RE00115874

Serial: 71102765 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003

Repairman: Chuck Dekanek

Status: Shipped 9/5/2006 4:00:01 PM

Address Information

Customer: Received From

Name: RICKS GUNS

Address 1: 7001 KITLISA DRIVE

Address 2: PO Box:

City: ANCHORAGE

State: AK Zip Code: 99502 Country: US

Return To: Received From

RICKS GUNS

7001 KITLISA DRIVE

PO Box:

ANCHORAGE

State: AK Zip Code: 99502 Country: US

FFL: 9 92 020 01 7M 00230 12.1.07

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 907 248 1499

Fax: 907 248 3310

Email:

Comments:

Received Condition

Fair

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qu
A003	Less Clip	1
A007	With Stud	2
A010	Hard Case	1
A017	Scope Base	1

Repair Search | Refresh | Close

supryn 1/23/2007 3:27 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Mak... | Arms Services Repa... | Pservice : Database... | Customer Service D... | 3:27 PM

PS 07023 A

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: RE00115874

Repair

Serial: 7,1102755 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003

Repairman: Chuck Dekanek

Status: Shipped 9/5/2006 4:00:01 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: RICKS GUNS	RICKS GUNS
Address 1: 7001 KITLISA DRIVE	7001 KITLISA DRIVE
Address 2: PO Box:	PO Box:
City: ANCHORAGE	ANCHORAGE
State: AK Zip Code: 99502 Country: US	State: AK Zip Code: 99502 Country: US

EFL: 9 92 020 01 7M 00230 12.1.07

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M995	FIRES OUT OF BATTERY

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Trigger assembly screws altered.unsafe condition.Replace receiver insert.check over and clean at 1/2 MSP.Test w/slave magazine box.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryl 1/3/2007 3:27 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft O... | Part Search by Mat... | Arms Services Repa... | Pservice : Database... | Customer Service D... | 3:27 PM

PS 07023 B

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: RE00115874

Repair

Serial: 71102755, Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003

Repairman: Chuck Dekanek

Status: Shipped 9/5/2006 4:00:01 PM

Address Information

Customer: Received From

Name: RICKS GUNS

Address 1: 7001 KITLISA DRIVE

Address 2: PO Box:

City: ANCHORAGE

State: AK Zip Code: 99502 Country: US

Return To: Received From

RICKS GUNS

7001 KITLISA DRIVE

PO Box:

ANCHORAGE

State: AK Zip Code: 99502 Country: US

FFL: 9 92 020 01 7M 00230 12.1.07

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Aval	Recv	Wnt	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	N	55.00	50	27.50
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	N	1.00	50	6.00
4000118	S	GR-CLEAN	1	1	0	0	0	N	20.00	50	10.00
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	50	7.50

Parts: 27.50

Labor: 17.50

Ship/Handling: 6.00

Est State Tax: .00

Total: 51.00

Charge Taxes

Repair Search | Refresh | Close

supryll 1/3/2007 3:27 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mai... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:27 PM

PS 07023 C

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: RE00115874

Serial: 71102765 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003

Repairman: Chuck Dekanek

Status: Shipped 9/5/2006 4:00:01 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: RICKS GUNS	RICKS GUNS
Address 1: 7001 KITLISA DRIVE	7001 KITLISA DRIVE
Address 2:	
PO Box:	PO Box:
City: ANCHORAGE	ANCHORAGE
State: AK Zip Code: 99502 Country: US	State: AK Zip Code: 99502 Country: US

FFL: 9 92 020 01 7M 00230 12.1.07

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
8/23/2006 9:49:4	New	championri	Repair Added
8/29/2006 2:34:0	Update	sanguinegf	Repair information change
8/29/2006 2:37:3	Expedite	sanguinegf	From: Check In
8/30/2006 12:53:	Expedite	pencerl	From: Product Services
8/31/2006 11:34:	Estimate	dekanek.cg	Estimate Update
8/31/2006 11:35:	Repairing	System	Immediate SAP Allocation
8/31/2006 2:42:3	Expedite	pencerl	From: Repair Bench
9/1/2006 12:33:1	Expedite	pencerl	From: Gallery

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [x] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has Been Approved
- [ ] Internal Repair

Current Status: Shipped

9/5/2006 4:00:01 PM

System

Packing

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryll 1/3/2007 3:28 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Nsn... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:28 PM

PS 07023 D

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: RE00115874

Serial: 1102765 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003

Repairman: Chuck Dekanek

Status: Shipped 9/5/2006 4:00:01 PM

Address Information

Customer: Received From

Name: RICKS GUNS
Address 1: 7001 KITLISA DRIVE
Address 2:
PO Box:
City: ANCHORAGE
State: AK Zip Code: 99502 Country: US

Return To: Received From

RICKS GUNS
7001 KITLISA DRIVE
PO Box:
ANCHORAGE
State: AK Zip Code: 99502 Country: US

FFL: 9 92 020 01 7M 00230 12.1.07

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges:

Standard S/H Charges: 0
Additional S/H Charges: 00
Total S/H Charges: 0

Shipment Tracking:
1Z11481 3AG00281932

Repair Type: Firearm
Payment Method: COD

Bill To Address

Name: RICKS GUNS
Address 1: 7001 KITLISA DRIVE
Address 2:
PO Box:
City: ANCHORAGE
State: AK Zip Code: 99502 Country: US

Repair Search | Refresh | Close

supryll 1/3/2007 3:28 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mak... | Arms Services Rep... | Pservice : Database... | Customer Service ... | 3:28 PM

PS 07023 E

Remington Arms Co., Inc.
Product Service
Legal Case #:398

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
116788	9/13/2006	9/14/2006	9/14/2006	8/29/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jeremy	West	4208 Rhode Island Ave	Edmond	OK	73013		H 405-410-2144

Incident Information

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

He claims that he was sighting the gun in and as he closed the bolt the rifle fired. We could not get the [illegible]e to fire.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/7MM REM MA	27412	71226327	KZ	5/16/2005 10:26:37 PM

Date Purchased	Where Purchased	Accessories	Original Owner
8/27/2006	ACADEMY CORP	SCOPE,RINGS,BASE	Y

CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Ca Di Al
imbursement			385.35		9/14/2006	

Repair/Replacement Cost	Repair/Replacement Date

PS 07024

We could not duplicate the customers concern. Talked with customer and he was not sure how it happen. He accepted our offer of a full refund. Rifle to be scrapped.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/14/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Lift	---Select---	

PS 07025

Sear	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 07026

ORIGINAL

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Purchase Order No.

Name of Person Originating APV: Fred Supry

Location/Extension of Originator: Ilion - 3606

Date Prepared: 09/14/06

Seller's Invoice No.

Seller's Invoice Date

Pay To: Jeremy West

Street and No.: 4208 Rhode Island Avenue

City: Edmond State: OK Zip Code: 73013

____ % ____ Days; Net ____ Days or ____ Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Total Cents
To reimburse customer for Model 710 rifle that was returned to Remington.	385	.35
Reference Jeremy West file in Product Service and R&E#: 116788.		

Distribution

Firearms 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: Fred Supry

Signed:

Date: 9/14/2006

Gross	385	.35
Discount		
Net	385	.35

For Treasury Use Only

Date Paid

Refe . No.

Bank Acct

USD Amt (in Foreign Currency)

PS 07027

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

Number: RE00116788

Serial: 71226327 Model: 710 Center Fire Caliber: 7 MM W/SCOPE Produced: 05/16/2005

Repairman:

Status: New 9/13/2006 2:29:54 PM

Address Information

Customer: Received From

Name: JEREMY WEST

Address 1: 4208 RHODE ISLAND AVE

Address 2: PO Box:

City: EDMOND

State: OK Zip Code: 73013 Country: US

Return To: Received From

JEREMY WEST

4208 RHODE ISLAND AVE

PO Box:

EDMOND

State: OK Zip Code: 73013 Country: US

FFL

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
9/8/2006 11:27:2	New	championd	Repair Added
9/13/2006 1:00:5	Comment	osteennw	Consumer Contact for Repair Status
9/13/2006 2:29:5	Update	valentds	Repair information change
9/13/2006 2:30:5	Expedite	valentds	From: Check In

Shipping Hold
Inte/Face Hold
Estimate Sent
Parts Received
Passed Inspection
Return As Received
Has been Approved
Internal Repair

Current Status: New
9/13/2006 2:29:54 PM
valentds
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryh 9/14/2006 8:15 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Arms Services Repair... | Search for a Serial Num... | Closed Cases - Micros... | 8:15 AM

Contact Customer on 405-410-2144 (Edmond, OK 73013)

Customer accepted offer for full reimbursement of $385.35.

PS 07028

Academy®
SPORTS+OUTDOORS

ACADEMY @ EDMOND 405-715-4530

08/27/06 15:28
172337 SALE 3380 0085 201

REMINGTON 710 7MM / 9758632
SERIAL # 71226327
1 @ 1 for 318.00 MDS 318.00
7MM REM MAG/150 GR / 6649180
1 @ 1 for 26.87 MDS 26.87
ALLEN SCOPED RIFLE / 5562053
1 @ 1 for 12.76 MDS 12.76
SUBTOTAL 357.63
7.75% SALES TAX 27.72
TOTAL 385.35

<<ELEC SIGNATURE CAPTURED 3380 1 >>
VISA/Master Card 385.35
XXXXXXXXXXXX7167 EXP
JEREMY/D WEST AUTH 132253

The Right Stuff The Low Price

APPLY FOR AN ACADEMY CREDIT CARD NOW!

20060827152909008502013380

8/27/06 15:29

SHIP ARMS SERVICES
TO: REMINGTON ARMS CO.
14 HOEFLER AVE
ILION NY 13357-1888

NY 135 0-01

1Y WEST
) 410-2144
& RHODE ISLAND AVE
MOND OK 73013-4747

11 LBS 1 OF 1

PS 07029

CASE # 398

24"

S#

12 5/05

To whom it may concern,

I purchase this rifle on 8/27/06 on 8/29/06 I went to sight it in. I got five rounds off and on sixth the rifle went off when I closed the Bolt. I had two people with me that witnessed the gun fire by itself. I Know I don't have to eplain how dangerous this was. I don't have a problem with remington everyone in my family owns one. Although I don't think I could trust the model 710 again, ever. I will never shoot one again, or will I hunt in the same field where one is bieng used. please have someone contact me with my options. 405-410-2144 Jeremy West

Thank you,

P.S. Preferably before season starts.

Serial Number: 71226327 188

could not duplicate concern AT BENCH.

Model: 710

RE00116788

PS 07030

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: RE00116788

Serial: 7/1226327 Model: 710 Center Fire Caliber 7 MM W/SCOPE Produced: 05/16/2005

Repairman:

Status: New 9/13/2006 2:29:54 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: JEREMY WEST	JEREMY WEST
Address 1: 4208 RHODE ISLAND AVE	4208 RHODE ISLAND AVE
Address 2: PO Box:	PO Box:
City: EDMOND	EDMOND
State: OK Zip Code: 73013 Country: US	State: OK Zip Code: 73013 Country: US

FFL

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
9/8/2006 11:27:2	New	championd	Repair Added	
9/13/2006 1:00:5	Comment	osteennw	Consumer Contact for Rep	
9/13/2006 2:29:5	Update	valentds	Repair information change	
9/13/2006 2:30:5	Expedite	valentds	From: Check In	To:
9/14/2006 10:00	Comment	supryll	APV issued for refund	Rifle to be scrapped

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: New 9/13/2006 2:29:54 PM valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number

Repair Search | Refresh | Close

supryll | 9/14/2006 | 10:00 AM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft Ou... | Arms Services Repai... | Search for a Serial N... | Closed Cases - Micro... | Microsoft Excel | 10:00 AM

PS 07031

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: RE00116788

Repair

Serial: 71226327 Model: 710 Center Fire Caliber: 7 MM W/SCOPE Produced: 05/16/2005

Repairman: Robert Frink

Status: Closed 9/14/2006 1:16:53 PM

Address Information

Customer: Received From

Name: JEREMY WEST

Address 1: 4208 RHODE ISLAND AVE

Address 2: PO Box:

City: EDMOND

State: OK Zip Code: 73013 Country: US

Return To: Received From

JEREMY WEST

4208 RHODE ISLAND AVE

PO Box:

EDMOND

State: OK Zip Code: 73013 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 405 410 2144

Fax:

Email:

Comments:

Received Condition

Fair

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qt
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

Repair Search | Refresh | Close

supvfl 1/3/2007 3:33 PM CAPS NUM INS SCRL

start | Inbox - Micros... | Part Search b... | Arms Services ... | Pservice & Det... | Customer Serv... | Closed Cases - ... | 3:33 PM

PS 07031 A

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: RE0011678B

Repair

Serial: 71228327 Model: 710 Center Fire Caliber: 7-MM W/SCOPE Produced: 05/16/2005

Repairman: Robert Funk

Status: Closed 9/14/2006 1:16:53 PM

Address Information

Customer: Received From

Name: JEREMY WEST

Address 1: 4208 RHODE ISLAND AVE

Address 2: PO Box:

City: EDMOND

State: OK Zip Code: 73013 Country: US

Return To: Received From

JEREMY WEST

4208 RHODE ISLAND AVE

PO Box:

EDMOND

State: OK Zip Code: 73013 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M992	FIRED WHEN CLOSING BOL

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern at bench. Customer refunded by Product Service. Scrap rifle and close repair. 9/14/06 FLS

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryn 1/3/2007 3:33 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft... | Part Search by Mil... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:33 PM

PS 07031 B

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: RE00116788

Repair

Serial: 71226327 Model: 710 Center Fire Caliber 7 MM W/SCOPE Produced: 05/16/2005

Repairman: Robert Frink

Status: Closed 9/14/2006 1:16:53 PM

Address Information

Customer: Received From

Name: JEREMY WEST

Address 1: 4208 RHODE ISLAND AVE

Address 2: PO Box:

City: EDMOND

State: OK Zip Code: 73013 Country: US

Return To: Received From

JEREMY WEST

4208 RHODE ISLAND AVE

PO Box:

EDMOND

State: OK Zip Code: 73013 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wnt	Price	Disc	ExtAmt

Parts: .00

Labor: .00

Ship/Handling: .00

Est State Tax: .00

Total: .00

Charge Taxes

Repair Search | Refresh | Close

supryfl 1/3/2007 3:33 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mat... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:33 PM

PS 07031 c

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: RE0011678B

Repair

Serial: 71226327 Model: 710 Center Fire Caliber: 7-MM-W/SCOPE Produced: 05/16/2005

Reparman: Robert Frink

Status: Closed 9/14/2006 1:16:53 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: JEREMY WEST	JEREMY WEST
Address 1: 4208 RHODE ISLAND AVE	4208 RHODE ISLAND AVE
Address 2: PO Box:	PO Box:
City: EDMOND	EDMOND
State: OK Zip Code: 73013 Country: US	State: OK Zip Code: 73013 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
9/8/2006 11:27:2	New	championd	Repair Added
9/13/2006 1:00:5	Comment	osteennw	Consumer Contact for Repair Stat
9/13/2006 2:29:5	Update	valentds	Repair information change
9/13/2006 2:30:5	Expedite	valentds	From: Check In
9/14/2006 10:00	Comment	supryfl	APV issued for refund
9/14/2006 1:03:4	Expedite	pencerl	From: Product Services
9/14/2006 1:08:2	Estimate	frinkre	Estimate Update
9/14/2006 1:16:5	Closed	Travisbw	

- Shipping Hold
- InterFace Hold
- Estimate Sent
- Parts Received
- Passed Inspection
- Return As Received
- Has been Approved
- Internal Repair

Current Status: Closed

9/14/2006 1:16:53 PM

Travisbw

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryfl | 1/3/2007 | 3:33 PM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft ... | Part Search by Mfr... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:33 PM

PS 07031 D

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: RE00116788

Repair

Serial: 71226327 Model: 710 Center Fire Caliber: 7 MM W/SCOPE Produced: 05/16/2005

Repairman: Robert Frink

Status: Closed 9/14/2006 1:16:53 PM

Address Information

Customer: Received From

Name: JEREMY WEST

Address 1: 4208 RHODE ISLAND AVE

Address 2: PO Box:

City: EDMOND

State: OK Zip Code: 73013 Country: US

Return To: Received From

JEREMY WEST

4208 RHODE ISLAND AVE

PO Box:

EDMOND

State: OK Zip Code: 73013 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

Standard S/H Charges: 0

Additional S/H Charges: .00

Total S/H Charges: 0

Shipment Tracking:

Repair Type: Firearm

Payment Method: Warranty

Order Nbr: 230145 Product Services

Bill To Address

Name: JEREMY WEST

Address 1: 4208 RHODE ISLAND AVE

Address 2: PO Box:

City: EDMOND

State: OK Zip Code: 73013 Country: US

Repair Search | Refresh | Close

supryll 1/3/2007 3:33 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mak... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Hic... | 3:33 PM

PS 07031 E

Remington Arms Co., Inc.
Product Service
Legal Case #:724

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/29/2006		11/24/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jesse	White	824 Preakness Lane	Florence	SC	29501	21	C 843-260-7428

Incident Information

Claims		Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD	Shot through vehicle	Cause:4079	Other - Unexamined		Unknown	
S		Concern:1028	Fired With Safe ON			
C						

11/29/06-Jesse was hunting with wife and friends. Gun was loaded, came back to vehicle, set down rifle, took gloves off so he could unload it, gun went off when he picked up the firearm. Safety was on. It shot a hole through the seats & door of his 2004 Denali. No one was injured. He does not want this rifle and asked if we could help to cover deductible on vehicle. lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71318571		8/9/2006 10:43:18 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART STORE 0630		Y

11/29/06-serial number not available at time of call. He will call back with this information.lw 11/30/06-serial added.lw

---

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	Ballistic Tip/150gr	30-06				

Concern	Other	Factory	Reload
0:		Y	N

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

PS 07032

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

11/29/06-Sending ARS, Ltr, & box to get firearm in. Offered to replace rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 07033

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
710	27410	MAY	8/9/2006	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 22" BARREL .30-06 CAL. W/ 4 SHOT MAG BOX

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
06/08/17	SHIP OHL	WAL-MART STORE 0630	29501	0081337697	almolt	2300369837
		FFL:1-57-041-01-8C-00425				

Location: Arms Services
Not on File at this location
Location: Custom Gun Shop
Not on File at this location
Location: Ilion Plant
Not on File at this location
Location: Mayfield

Modelid	Material	ProdLoc	ProdDate	Description
710	27410	MAY	08/09/2006	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 22" BARREL .30-06 CAL. W/ 4 SHOT MAG BOX

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Transfered	08/14/2006	Staging	030123767	P30008936	T30000418			

History:

Date	Action	User	Activity Description
2006/07/21	Assigned	helferpe	710
2006/07/23	Etching	receiver	
2006/07/23	Etched	receiver	
2006/08/09	Packed	caylorbk	27410, 710
2006/08/09	FivePack Add	mfdpack	OverPack: 030123767
2006/08/14	Staged	kelleyma	T:T30000418 P:P30008936
2006/08/14	Transfered	kelleyma	To: OHL on T30000418

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description
710	27410	MAY	08/09/2006	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 22" BARREL .30-06 CAL. W/ 4 SHOT MAG BOX

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Shipped	08/17/2006	Intransit			T30000418	280519	0081337697	

story:

Date	Action	User	Activity Description
2006/08/15	Received	wrightc	From: MAY on T30000418
2006/08/15	LocChange	JME	Location: FA44B31 RF
2006/08/16	PalletBreak	whse01	Pallet: P30008936 Whse Module
2006/08/16	OverPack Brk	whse01	From OP: 030123767 DMS Staging
2006/08/17	StageSingle	whse01	Shmt:280519 SU:S11037516 Delv:0081337697 PO:2300369837
2006/08/17	Shipped	almolt	Shmt: 280519 Delv: 0081337697

Local BATF

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2006/08/17	SHIP OHL	WAL-MART STORE 0630	29501	0081337697	almolt	2300369837

Location: Arms Service Repairs
Not on File at this location
Location: Remington Authorized Repair Centers
Not on File at this location
Location: Non-SAP Serial Number Tracking
Not on File at this location

724

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/29/06	11/24/06			

Customer Information		
	Reporter (Age 21)	Incident (Age)
Name	Jesse White	
Address	824 Preakness Lane	
City, St Zip	Florence, SC 29501	
Home		
Cell	843-260-7428c	
Work		

Incident Information

Personal Injury ☐ Property Damage ☒ Safety ☐ Concern ☐

Nature of Injury: NONE

Medical Treatment:

Claim:

Incident: Hunting w/ wife & friends
Round in chamber
Gun went off shot through vehicle
2004 Denali - has full coverage on vehicle

Gun on safe - fired - didn't touch trigger
Doesn't want Gun. Scared of it.
Wants us to cover deductible $500

box - 814059
ARS - ✓

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	710 / 30-06	7107 8571	2006

Date Purchased	Where Purchased	Original Owner

Ammunition Information	
Factory or Reloads	
Manufacturer	WIN
Caliber	
Bullet type	BT
Bullet Weight	150 GR
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 07035

Remington®

November 30, 2006

Jesse White
824 Preakness Lane
Florence, SC 29501

Subject: Model 710 Serial #71318571
RE: Case #724

Dear Mr. White,

We were sorry to learn of the unfortunate incident that you experienced while enjoying your hunting trip. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports. Please keep a track of the receipt from your deductible for your truck and I will see what we can work out with you on this.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for replacement. Per your request, we will destroy your rifle (serial#71318571). I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Madison, NC

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 07036

JESSE WHITE
824 PREAKNESS LANE
FLORENCE SC 29501

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6592 7256

BILLING: 3RD PARTY
DESC: .....
RETURN SERVICE

REF 1: JESSE WHITE/LW

UOW 6.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-742-7892. United Parcel Service, Louisville, KY

PS 07037

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

Number: RE00121937
epair: High Priority

Serial: 71318571 REPLACEMENT 71323541
Model: 710 Center Fire Caliber: 30-06 SPRG
Produced: 08/08/2006

Repairman: Bruce Travis
Status: Packed 1/3/2007 1:12:59 PM

Address Information

Customer: Received From
Name: JESSE WHITE
Address 1: 824 PREAKNESS LANE
Address 2: PO Box:
City: FLORENCE
State: SC Zip Code: 29501 Country: US

Return To: Received From
JESSE WHITE
824 PREAKNESS LANE
PO Box:
FLORENCE
State: SC Zip Code: 29501 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information
Phone: 843-260-7428
Fax:
Email:
Comments:

Received Condition
Fair
Condition Notes:
CSR Notes:

Accessories Received

Code	Desc	Qty
A002	Less Mag Box	1
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

Repair Search | Refresh | Close

supryn 1/3/2007 3:45 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mat... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:45 PM

PS 07037 A

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: RE00121937

Repair: High Priority

Serial: 71318571 REPLACEMENT 71323541
Model 710 Center Fire Caliber 30-06 SPRG
Produced: 08/09/2006

Repairman: Bruce Travis

Status: Packed 1/3/2007 1:12:59 PM

Address Information

Customer: Received From

Name: JESSE WHITE
Address 1: 824 PREAKNESS LANE
Address 2: PO Box:
City: FLORENCE
State: SC Zip Code: 29501 Country: US

Return to: Received From

JESSE WHITE
824 PREAKNESS LANE
PO Box:
FLORENCE
State: SC Zip Code: 29501 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

could not duplicate concern per agreement replace in exchange at no charge ramac# 27410.scrap rifle after replaced.

Repairman's Comments

CSR Comments

Repair Search | Refresh | Close

supryll 1/3/2007 3:45 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mak... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:45 PM

PS 07037 B

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

Number: RE00121937
Repair: High Priority

Serial: 71318571 REPLACEMENT 71323541
Model 710 Center Fire Caliber: 30 06 SPRG
Produced: 08/09/2006

Repairman: Bruce Travis
Status: Packed 1/3/2007 1:12:59 PM

Address Information

Customer: Received From
Name: JESSE WHITE
Address 1: 824 PREAKNESS LANE
Address 2: PO Box:
City: FLORENCE
State: SC Zip Code: 29501 Country: US

Return To: Received From
JESSE WHITE
824 PREAKNESS LANE
PO Box:
FLORENCE
State: SC Zip Code: 29501 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wrnt	Price	Disc	ExtAmt
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000254	S	GR-FIREARM REPLACEM	1	1	0	0	0	Y			

Parts: .00
Labor: .00
Ship/Handling: .00
Est State Tax: .00
Total: .00
Charge Taxes

Repair Search | Refresh | Close

supryll 1/3/2007 3:46 PM CAPS NUM INS SCRL

start | Inbox - Microsoft O... | Part Search by Ma... | Arms Services Repa... | 2 Microsoft Office ... | Closed Cases - Mar... | 3:46 PM

PS 07037 c

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

Number: RE00121937
Repair: High Priority

Serial: 71318571 REPLACEMENT: 71323541
Model 710 Center Fire Caliber: 30 06 SPRG
Produced: 08/09/2006

Repairman: Bruce Travis
Status: Packed 1/3/2007 1:12:59 PM

Address Information

Customer: (Received From)
Name: JESSE WHITE
Address 1: 824 PREAKNESS LANE
Address 2:
PO Box:
City: FLORENCE
State: SC Zip Code: 29501 Country: US

Return To: (Received From)
JESSE WHITE
824 PREAKNESS LANE
PO Box:
FLORENCE
State: SC Zip Code: 29501 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
12/13/2006 1:13	New	valentds	Repair Added
12/13/2006 1:19	Expedite	valentds	From: Check In
12/14/2006 4:35	Expedite	Travisbw	From: Product Services
12/14/2006 4:37	Estimate	Travisbw	Estimate Update
12/14/2006 2:29	Maint	pencerl	Repair Maintenance
12/22/2006 9:07	Comment	pencerl	27410 Ordered 12/20
12/29/2006 10:0	Comment	pencerl	27410 Reordered 12/27
1/2/2007 10:01:1	Expedite	pencerl	From: Repair Bench

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [ ] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Packed
1/3/2007 1:12:59 PM
kanedg
Packing
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl | 1/3/2007 | 3:46 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft ... | Part Search by Ma... | Arms Services Rep... | 2 Microsoft Offe... | Closed Cases - Ma... | 3:46 PM

PS 07037 D

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

Number: RE00121937
Repair: High Priority

Serial: 71318571 REPLACEMENT 71323541
Model 710 Center Fire Caliber 30 06 SPRG
Produced 08/09/2006

Repairman: Bruce Travis
Status: Packed 1/3/2007 1:12:59 PM

Address Information

Customer: Received From

Name: JESSE WHITE
Address 1: 824 PREAKNESS LANE
Address 2: PO Box:
City: FLORENCE
State: SC Zip Code: 29501 Country: US

Return To: Received From

JESSE WHITE
824 PREAKNESS LANE
PO Box:
FLORENCE
State: SC Zip Code: 29501 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

00 UPS Ground

Standard S/H Charges: 0
Additional S/H Charges: 0
Total S/H Charges: 0

Shipment Tracking:

Repair Type: Firearm
Payment Method: Warranty
Order No: 160040 Standard Warranty

Bill To Address:

Name: JESSE WHITE
Address 1: 824 PREAKNESS LANE
Address 2: PO Box:
City: FLORENCE
State: SC Zip Code: 29501 Country: US

Repair Search | Refresh | Close

supryll 1/3/2007 3:46 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Ma... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mi... | 3:48 PM

PS 07037 E

Remington Arms Co., Inc.
Product Service
Legal Case #:799

Info

Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
	12/5/2006		12/2/2006			

Owner Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Danny	Rhodes						C 304-767-1400

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD	Shot hole in friends truck door	Cause:4079	Other - Unexamined		Unknown	
S	Gun fired when bolt closed	Concern:1008	Fired on Bolt Closing			
C						

12/5/06-Cust purchased gun 1 1/2wks ago from Walmart. He had a hard time ejecting the shell. He put 3 shells in the gun and slid the bolt up. It was hard to slide. When he closed the bolt, the gun went off. He took it to Walmart and they would not take it back, just send it in for repair. Cust went to other gun shops and noted that the bolt seems to stick in all of these. He does not feel safe with this rifle and wants his money back or another gun. He said he would take care of his friends truck.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/				1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			Y			

12/5/06-Serial number not available at time of call.

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

12/5/06-sending ARS & ltr. Cust has box. Agreed to replacement with another comparable model. Cust travels alot and requested that I send label to friend Gary Hodges 221A Coopers Dr. Charleston, WV

PS 07038

Remington Arms Co., Inc.
Product Service
Legal Case #:799

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/5/2006		12/2/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Danny	Rhodes						C 304-767-1400

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD	Shot hole in friends truck door	Cause:4079	Other - Unexamined		Unknown	
S	Gun fired when bolt closed	Concern:1008	Fired on Bolt Closing			
C						

12/5/06-Cust purchased gun 1 1/2wks ago from Walmart. He had a hard time ejecting the shell. He put 3 shells in the gun and slid the bolt up. It was hard to slide. When he closed the bolt, the gun went off. He took it to Walmart and they would not take it back, just send it in for repair. Cust went to other gun shops and noted that the bolt seems to stick in all of these. He does not feel safe with this rifle and wants his money back or another gun. He said he would take care of his friends truck.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/				1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			Y			

12/5/06-Serial number not available at time of call.

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

12/5/06-sending ARS & ltr. Cust has box. Agreed to replacement with another comparable model. Cust travels alot and requested that I send label to friend Gary Hodges 221A Coopers Dr. Charleston, WV

PS 07038

25302.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

199

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/2/06			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Danny Rhodes	
Address	Gary Hodges - 221 A Coopers Dr.	
City, St Zip	Charleston, WV 25302	
Home		
Cell	304-767-1400	
Work		

Incident Information

Personal Injury ☐ Property Damage ☒ Safety ☒ Concern ☐

Nature of Injury:

Medical Treatment: ARS

Claim: hole in door

Incident: 1½ wks ago purch.

hard Ejecting shell
put 3 shells in gun
slid bolt up, hard.
Bolt closed & gun went off
Took to walmart - they won't take it back
Send gun to us

- bolt sticking in others at other gun shops.
- Wants money back or another gun.

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710		

Date Purchased	Where Purchased	Original Owner
		X

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 07040

Remington®

December 6, 2006

Danny Rhodes
c/o Gary Hodges
221 A Coopers Dr.
Charleston, WV 25302

Subject: Model 710
RE: Case #799

Dear Mr. Rhodes,

We were sorry to learn that you had trouble with your new Model 710 rifle. We are certainly glad that you contacted us so that we can work out an agreeable solution with you. As I understand your explanation, the gun fired when you closed the bolt and you no longer feel safe with this model rifle.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and replacement with a comparable rifle. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

C/O GARY HODGES
DANNY RHODES
221 A COOPERS DR
CHARLESTON WV 25302

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6654 9154

BILLING: 3RD PARTY
DESC: ...
RETURN SERVICE

REF 1: DANNY RHODES/LW

UOW 8.0.15 UPS Thermal Z 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). Many commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping places, call 1-800-782-7892.
United Parcel Service, Louisville, KY

PS 07042

Craddock, Amanda

m: Watson, Laura M.
nt: Tuesday, December 05, 2006 2:56 PM
To: Media Coordinator Schedule
Subject: ARS requests

```
4XX596        DEC 05, 2006    ALL CURR USD        1 OF 1
SERVICE GNDCOM          ACT WT 10.0 LBS       LP
TRACKING# 1Z4XX5969066549154
REF 1: DANNY RHODES/LW
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE REF RATE CHRGS:                SVC  T/P USD
DV 0.00                COD   0.00           RS  0.50
DC 0.00                HZMT  0.00           SD  0.00
AH 0.00                NTFY  0.00           SP  0.00
TOT REF CHG 6.58             REF+HANDLING      6.58
```

[x]

www.remington.com

870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST

DATE:	12/5/2006	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXX
D RIPTION:	Ref: 710		

LABEL INFORMATION

MAIL LABEL TO:	Danny Rhodes c/o Gary Hodges 221 A Coopers Dr. Charleston, WV 25302
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

ASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

PS 07043

Arms Services Repair & Estimate System

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

Repair Inquiry

Number: RE00121951
Repair: High Priority

Serial: 71234830 REPLACEMENT G6549533
Model: 710 Center Fire Caliber: 3300 WIN MAG
Produced: 07/14/2005

Repairman: Carl Colton
Status: Packed 1/3/2007 1:07:42 PM

Address Information

Customer: (Received From)
Name: DANNY RHODES
Address 1: 221 A COOPERS DRIVE
Address 2: PO Box:
City: CHARLESTON
State: WV Zip Code: 25302 Country: US

Return To: (Received From)
DANNY RHODES
221 A COOPERS DRIVE
PO Box:
CHARLESTON
State: WV Zip Code: 25302 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 304 767 1400
Fax:
Email:
Comments:

Received Condition

Poor
Condition Notes: ?
GSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1
A030	Trigger Lock	1

Repair Search | Refresh | Close

supryll | 1/3/2007 | 3:50 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Part Search by Ma... | Arms Services Repa... | 2 Microsoft Office ... | Closed Cases - Mic... | 3:50 PM

PS 07043 A

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: RE00121951

Repair: High Priority

Serial: 71234830 REPLACEMENT; G6549533
Model: 710 Center Fire Caliber: 3300 WIN MAG
Produced: 07/14/2005

Repairman: Carl Cotton

Status: Packed 1/3/2007 1:07:42 PM

Address Information

Customer: Received From

Name: DANNY RHODES
Address 1: 221 A COOPERS DRIVE
Address 2: PO Box:
City: CHARLESTON
State: WV Zip Code: 25302 Country: US

Return To: Received From

DANNY RHODES
221 A COOPERS DRIVE
PO Box:
CHARLESTON
State: WV Zip Code: 25302 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M993	UNOPENED PRODUCT SERV

Problems Found

Code	Desc
M993	REPLACEMENT

Repair Notes:

Replaced 710 with a 700 Ramac #27387, in exchange, at n/c, per Laura Watson.

Repairman's Comments

CUSTOMER'S GUN HAS BEEN SCRAPPED

CSR Comments

Repair Search | Refresh | Close

supryll | 1/3/2007 | 3:50 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft O... | Part Search by Ma... | Arms Services Repa... | 2 Microsoft Office ... | Closed Cases - Mic... | 3:50 PM

PS 07043 B

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

Number: RE00121951

Repair: High Priority

Serial: 71234830 REPLACEMENT G6549533
Model: 710 Center Fire Caliber: 3300 WIN MAG
Produced: 07/14/2005

Repairman: Carl Cotton

Status: Packed 1/3/2007 1:07:42 PM

Address Information

Customer: Received From

Name: DANNY RHODES
Address 1: 221 A COOPERS DRIVE
Address 2: PO Box:
City: CHARLESTON
State: WV Zip Code: 25302 Country: US

Return To: Received From

DANNY RHODES
221 A COOPERS DRIVE
PO Box:
CHARLESTON
State: WV Zip Code: 25302 Country: US

FFL

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Avail	Recv	Wint	Price	Disc	ExtAmt
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000254	S	GR-FIREARM REPLACEM	1	1	0	0	0	Y			

Parts: .00
Labor: .00
Ship/Handling: .00
Est State Tax: .00
Total: .00

Charge Taxes

Repair Search | Refresh | Close

supryll 1/3/2007 3:50 PM CAPS NUM INS SCRL

start | Inbox - Microsoft ... | Part Search by Mis... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mi... | 3:50 PM

PS 07043 c

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

Number: RE00121951

Repair: High Priority

Serial: 71234830 REPLACEMENT G6549533
Model: 710 Center Fire Caliber: 3300 WIN MAG
Produced: 07/14/2005

Repairman: Carl Cotton

Status: Packed 1/3/2007 1:07:42 PM

Address Information

Customer (Received From)	Return To (Received From)
Name: DANNY RHODES	DANNY RHODES
Address 1: 221 A COOPERS DRIVE	221 A COOPERS DRIVE
Address 2:	
PO Box:	PO Box:
City: CHARLESTON	CHARLESTON
State: WV Zip Code: 25302 Country: US	State: WV Zip Code: 25302 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
12/14/2006 10:2	New	skinnerll	Repair Added
12/20/2006 5:43	Update	valentds	Repair information change
12/20/2006 5:46	Expedite	valentds	From: Check In
12/29/2006 8:37	Maint	pencerl	Repair Maintenance
12/29/2006 8:37	Expedite	pencerl	From: Product Services
12/29/2006 10:0	Comment	pencerl	27387 Ordered 12/27
1/3/2007 10:20:2	Comment	pencerl	27387 Supplied 1/3
1/3/2007 10:20:4	Maint	pencerl	Repair Maintenance

- [ ] Shipping Hold
- [ ] Interface Hold
- [ ] Estimate Sent
- [ ] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Packed
1/3/2007 1:07:42 PM
kanedg
Packing

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryrl | 1/3/2007 | 3:50 PM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft ... | Part Search by Mak... | Arms Services Rep... | 2 Microsoft Offi... | Closed Cases - Mi... | 3:50 PM

PS 07043 D

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

r Number: RE00121951

epair: High Priority

Serial: Z1234830 REPLACEMENT G6549533
Model: 710 Center Fire Caliber: 3300 WIN MAG
Produced: 07/14/2005

Repairman: Carl Cotton

Status: Packed 1/3/2007 1:07:42 PM

Address Information

Customer: Received From

Name: DANNY RHODES
Address 1: 221 A COOPERS DRIVE
Address 2: PO Box:
City: CHARLESTON
State: WV Zip Code: 25302 Country: US

Return To: Received From

DANNY RHODES
221 A COOPERS DRIVE
PO Box:
CHARLESTON
State: WV Zip Code: 25302 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges

00 UPS Ground

Standard S/H Charges: 0
Additional S/H Charges: 0
Total S/H Charges: 0

Shipment Tracking:

Repair Type: Firearm
Payment Method: Warranty
Order Nbr: 230145 Product Services -

Bill To Address

Name: DANNY RHODES
Address 1: 221 A COOPERS DRIVE
Address 2: PO Box:
City: CHARLESTON
State: WV Zip Code: 25302 Country: US

Repair Search | Refresh | Close

supryrl 1/3/2007 3:50 PM CAPS NUM INS SCRL

start | Inbox - Microsoft... | Part Search by Nsn... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Ms... | 3:50 PM

PS 07043 E

Remington Arms Co., Inc.
Product Service
Legal Case #:789

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/5/2006		12/2/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Tessia	McNichols	6600 North Hwy 146 Lot 71	Baytown	TX	77520		W 713-748-9628

Incident Information

	Claims		Codes	Repair Est.	Medical Treatment	Medical Status
PI	Thumb cut					
PD		Cause:4079	Other - Unexamined			
S	fired on safe release	Concern:1007	Fired on Safe Release		N	ok
C						

12/5/06-pushed safety to fire and gun discharged. Kicked back and cut thumb. No medical treatment.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7mm Rem Ma	27412	71214070		3/1/2005 11:55:07 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACADEMY CORP		U

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

12/6/06-sending ARS, ltr, & box to get gun in for evaluation.lw

Examination[Remington/CF/BA]

PS 07044

Part	Sub-Part	Code	Comment

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
710	27412	MAY	3/1/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX

te	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
05/03/31	SHIP OHL	ACADEMY CORP	77449	0081171675	richmondgm	57410P-HG

FFL:5-76-201-01-6C-00004

Location: Arms Services
Not on File at this location
Location: Custom Gun Shop
Not on File at this location
Location: Ilion Plant
Not on File at this location
Location: Mayfield

Modelid	Material	ProdLoc	ProdDate	Description
710	27412	MAY	03/01/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Transfered	03/08/2005	Staging	030088649	P30006069	T30000277			

History:

Date	Action	User	Activity Description
2005/02/25	Assigned	chambleead	710
2005/02/28	Etching	receiver	
2005/02/28	Etched	receiver	
2005/03/01	Packed	woltmanja	27412, 710
2005/03/03	Warehoused	PLH	27412, 710 Received from Packing
2005/03/08	Staged	byrdsr	T:T30000277 P:P30006069
2005/03/08	Transfered	byrdsr	To: OHL on T30000277

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description
710	27412	MAY	03/01/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Shipped	03/31/2005	Intransit	030088649	P30006069	T30000277	213603	0081171675	

story:

Date	Action	User	Activity Description
2005/03/09	Received	wrightc	From: MAY on T30000277
2005/03/10	LocChange	rle	Location: FA46B23 RF
2005/03/31	ShipUnitAdd	TEH	Shmt:213603 PO:57410P-HG SU:S10711273 - RF
2005/03/31	Shipped	richmondgm	Shmt: 213603 Delv: 0081171675

Local BATF

Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/03/31	SHIP OHL	ACADEMY CORP	77449	0081171675	richmondgm	57410P-HG

Location: Arms Service Repairs
Not on File at this location
Location: Remington Authorized Repair Centers
Not on File at this location
Location: Non-SAP Serial Number Tracking
Not on File at this location

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/2/06			

Customer Information		
	Reporter (Age)	Incident (Age)
Name	Tessia McNichols	
Address	6600 North Hwy 146	
City, St Zip	Lot 71	
Home	Baytown, TX 77520	
Cell		
Work	713-748-9628	

Incident Information

Personal Injury ☒ Property Damage ☐ Safety ☒ Concern ☐

Nature of Injury: thumb cut

Medical Treatment: No

Claim:

Incident: Fired on safe release

box - 815305

ARS ✓

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710/7mm	71214070	

Date Purchased	Where Purchased	Original Owner
		Yes

Ammunition Information	
Factory or Reloads	
Manufacturer	
Caliber	
Bullet type	
Bullet Weight	
Lot # of ammunition	

Additional Ammo Info:

Other Products Information

PS 07047

Remington®

December 6, 2006

Tessia McNichols
6600 North Hwy 146
Lot 71
Baytown, TX 77520

Subject: Model 710 Serial #71214070
RE: Case # 789

Dear Ms. McNichols,

We were sorry to hear about your rifle firing when you released the safety. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 07048

TESSIA MCNICHOLS
6600 NORTH HWY 146, LOT 71
BAYTOWN TX 77520

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 90 6636 0053

BILLING: 3RD PARTY
DESC: ...
RETURN SERVICE

REF 1: TESSIA MCNICHOLS/LW

UOW 8.0.16 UPS Thermal 2 60.1A 10/2006

International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping assist, call 1-800-782-7892. United Parcel Service, Louisville, KY

PS 07049

Craddock, Amanda

From: Watson, Laura M.
Sent: Tuesday, December 05, 2006 10:27 AM
To: Media Coordinator Schedule
Subject: ARS requests

```
4XX596        DEC 05, 2006    ALL CURR USD        1 OF 1
SERVICE GNDCOM        ACT WT 10.0 LBS        LP
TRACKING# 1Z4XX5969066360053
REF 1: TESSIA MCNICHOLS/LW
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE REF RATE CHRGS:                SVC  T/P USD
DV 0.00                COD   0.00           RS  0.50
DC 0.00                HZMT  0.00           SD  0.00
AH 0.00                NTFY  0.00           SP  0.00
TOT REF CHG 8.54            REF+HANDLING        8.54
```

Remington.
www.remington.com

870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST

DATE:	12/5/2006	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXX
DESCRIPTION:	Ref: 710		

LABEL INFORMATION

MAIL LABEL TO:	Tessia McNichols 6600 North Hwy 146 Lot 71 Baytown, TX 77520
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

PS 07050

Remington Arms Co., Inc.
Product Service
Legal Case #:654

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121052	12/7/2006	11/20/2006	12/12/2006	11/18/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Michael	Radabaugh	300 Sturgis Ave/PO Box 12	Glenvil	NE	68941	27	C 402-469-4725

Incident Information

	Claims		Codes	Repair Est.	Medical Treatment	Medical Status
PI						
PD	Shot hole in windshield of friends truck	Cause:4079	Other - Unexamined		Unknown	
S		Concern:1008	Fired on Bolt Closing			
C						

11/20/06-Michael had just shot a doe, pulled the gun into the truck, ejected the round and upon closing the bolt on the new round, the gun fired. No one was injured.lw

---

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71180323	WY	8/11/2004 1:10:23 AM

Date Purchased	Where Purchased	Accessories	Original Owner
10/1/2004	WAL-MART DC 6003R-REGULAR	SCOPE BASE	Y

11/20/06-Michael states that no alterations have been made to the firearm.lw CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace rifle at n/c				500.00		12/12/2006

Repair/Replacement Cost	Repair/Replacement Date
200.00	12/12/2006

PS 07051

11/20/06-Sending ARS, Ltr, & box to have gun come in for evaluation. Customer requests that we cover damages to windshield. I stated to keep receipts and we would evaluate the firearm and notify him of our

findings.lw 12/7/06-Estimate for damages to truck were approx $2400. He has $1000 deductible with insurance. We found no fault with the firearm. Customer did not want this firearm and asked for a comparible replacment of another model. He also asked for help with the deductible. 12/11/06 As a gesture of goodwill, we agreed to $500 toward the deductible and a replacement Model 700.lw 12/12/06-copies of file requested and sent to Jessica Bismark at Swanson, Martin & Bell.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		WY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	

PS 07052

Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 07053

* purchased from Wal-Mart

#654

W Y 8/04

5#

Remington

Factory Repair Instructions

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

Model Number: 710	**Serial Number:** 71180323
Are you the original owner?: [X] YES [ ] NO	
Name: Michael Radabaugh	**Date of Purchase:** Oct/04
Address (no PO Boxes): 300 Sturgis (PO Box 12)	
City: Henri	**State:** NE **Zip:** 68949
Phone (Daytime): 402-469-4725	**Fax:**
E-mail Address: sradabau@esu9.org	
[ ] I would like to receive future e-mail updates from Remington.	

* **Please describe your problem:** Removed used round from chamber, after reloading, as I was locking the bolt into position, the gun discharged.

The round discharged through a CB radio, vent ducts, defrost ducts, dash and windshield. No One was hurt but the interior was badly damaged causing approximately $2,420.65 in damages.

Ammunition Information:

Manufacturer: Remington	Type: rifle (shell) bullet
Other (i.e. bullet weight/type, shot size, powder): 3006 - 150 grain	

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
How often do you clean the bore? (Months or Number of rounds)	every 3 months
How often do you clean the action? (Months or Number of rounds)	every 3 months
How often do you clean the trigger assembly? (Months or Number of rounds)	wiped off - but have never disassembled
Brand of lubricant used:	Remington

* This is a preliminary estimate only. Please see enclosed Sorensen's Paint and Body.

PS 07054

OU ML

How often do you lubricate the bore? (Months or Number of rounds) before/after hunting season

How often do you lubricate the action? (Months or Number of rounds) before/after hunting season

How often do you lubricate the trigger assembly? (Months or Number of rounds) -- wipe it off have not lubricated

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO owners manuel

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never

What were the services performed? NA

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

:: Record the serial number of your firearm before sending it.
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
:: Remove all accessories from your firearm to prevent loss or damage.
:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs $75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over $75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair or credit card (American Express, Discover, MasterCard, o $75.00 by setting a pre-authorized amount that can be bil

Serial Number: 71180323

Model: 710

RE00121052

could not duplicate concern.

PS 07055

Date: 11/21/2006 10:43 AM
Estimate ID: 3769
Estimate Version: 0
Preliminary
Profile ID: Sorensen's

SORENSEN'S PAINT AND BODY

SERVING THE AREA SINCE 1929 2216 S LOCUST ST GRAND ISLAND, NE 68801
(308) 382-2028
Fax: (308) 382-5366
Tax ID: 83-0391970

Damage Assessed By: Ryan Hansen

Deductible: 0.00
Policy No: 6 0634-D06-27B
Claim Number: 3769

Owner Eric Rempe

Mitchell Service: 914527

Description: 2001 Dodge Pickup R1500
Body Style: 2D PkupQua 6' Bed 139" WB
Drive Train: 5.2L Inj 8 Cyl 4WD
VIN: 3B7HF13Y81G187591
Options: 4WD OR AWD, ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER WINDOWS, POWER DOOR LOCKS CRUISE CONTROL, AUTOMATIC TRANSMISSION, AM-FM STEREO/CDPLAYER(SINGLE)

Line	Entry Number	Labor Type	Operation	Line Item Description		Part Type/ Part Number	Dollar Amount	Labor Units
	400536	MCH	REMOVE/REPLACE	LWR AIR COND DOOR	-M	4778420	40.85	
2	437464	GLS	REMOVE/REPLACE	W/SHIELD GLASS		DW01381GBN	199.05	1.8 #
3	439148	MCH	REMOVE/REPLACE	INST PANEL ASSY	-M	SS391AZAC	1,200.00	7.2 #
4	437553	BDY	REMOVE/REPLACE	R UPR INST PANEL VENT GRILLE		5014840AA	70.10	
5	437554	BDY	REMOVE/REPLACE	L UPR INST PANEL VENT GRILLE		5014841AA	70.10	
6	436032	BDY	REMOVE/REPLACE	INST PANEL CLUSTER BEZEL		5GK51DX9AA	169.00	INC #
7	424840	BDY	REMOVE/REPLACE	INST PANEL DEFROSTER DUCT		55114772	58.85	
8	424950	BDY	REMOVE/REPLACE	R INST PANEL DUCT		55114776	d28.10	
9	424960	BDY	REMOVE/REPLACE	L INST PANEL DUCT		55114774	d22.50	

 # - Labor Note Applies
d - Discontinued by the Manufacturer

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Glass	1.8	48.00	0.00	0.00	86.40
Mechanical	7.2	48.00	0.00	0.00	345.60
Non-Taxable Labor					432.00
Labor Summary	9.0				432.00

II. Part Replacement Summary			Amount
Taxable Parts			1,858.55
Sales Tax	@	7.000%	130.10
Total Replacement Parts Amount			1,988.65

IMATE RECALL NUMBER: 11/21/2006 10:43:28 3769

Mitchell Data Version: NOV_06_A
UltraMate Version: 5.0.215

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PS 07056

Date: 11/21/2006 10:43 AM
Estimate ID: 3769
Estimate Version: 0
Preliminary
Profile ID: Sorensen's

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	0.00
Customer Responsibility	0.00

I.	Total Labor:	432.00
II.	Total Replacement Parts:	1,988.65
III.	Total Additional Costs:	0.00
	Gross Total:	2,420.65
IV.	Total Adjustments:	0.00
	Net Total:	2,420.65

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

Insurance Co: State Farm
Telephone: (402) 463-9525

All body repairs will have a warranty of five years. Warranty does not apply to rust or previous problems unless repaired properly.

All refinish repairs will have a warranty of five years unless a limited lifetime warranty is offered.

All paintless dent removal will have a limited lifetime warranty.

IMATE RECALL NUMBER: 11/21/2006 10:43:28 3769

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Mitchell Data Version: NOV_06_A
UltraMate Version: 5.0.215

PS 07057

OREGON TRAIL INSURANCE

P.O. Box 40
Davenport, NE 68335
402-364-2165
1-800-207-2165
FAX: 402-364-2413

P.O. Box 473
Edgar, NE 68935
402-224-4795
1-800-951-9566
FAX: 402-224-4176

DATE: 12-11-06

FAX#: 336-548-7890

TO: Remington Arms Co.

ATTN: Laura M. Watson

FROM: Chris
Oregon Trail Insurance – Edgar Office

NUMBER OF PAGES (including cover sheet) 2

COMMENTS: pg 2 is Michael Podaboughs homeowners policy showing $1,000.00 deductible.

PS 07058

FARMERS MUTUAL INSURANCE COMPANY OF NEBRASKA

P.O. BOX 81529 LINCOLN, NEBRASKA 68501

RENEWAL CERTIFICATE

KEEP THIS PORTION WITH YOUR POLICY

POLICY NUMBER	FILE NUMBER	AGENCY NUMBER	RENEWAL PERIOD EFFECTIVE DATE (MO DAY YR)	RENEWAL PERIOD EXPIRATION DATE (MO DAY YR)	TERM IN MONTHS	BILLING DATE (MO DAY YR)	DUE DATE (MO DAY YR)	AMOUNT DUE
D0789466	699988	224-006	08/18/06	02/18/07	06	07/19/06	08/18/06	$243.00

GLENVIL CO-OP
CREDIT UNION
PO BOX 46
GLENVIL NE 68941

INSURED: RADABAUGH, MIKE
& SHARON
PO BOX 12
GLENVIL NE 68941

AGENCY: OREGON TRAIL INSURANCE, LLC
AGENT: FISHER, DAN J.
PHONE: (402) 224-4795

POLICY FORM: D02

IN CONSIDERATION OF PAYMENT OF THE RENEWAL PREMIUMS HEREON, THIS CERTIFICATE RENEWS THE POLICY NUMBERED ABOVE FOR THE RENEWAL PERIOD SHOWN ABOVE SUBJECT TO ALL THE TERMS, CONDITIONS AND PROVISIONS OF THIS POLICY AND ENDORSEMENTS TO IT. UNLESS A DIFFERENT AMOUNT IS SHOWN, THE DEDUCTIBLE SHOWN FOR THE DWELLING (OR PERSONAL PROPERTY) WILL APPLY PER OCCURRENCE TO ALL PROPERTY COVERED BY SECTION I OF THE POLICY, INCLUDING ANY OPTIONAL PROPERTY COVERAGES.

THE RESIDENCE PREMISES COVERED HEREUNDER IS LOCATED AT THE ABOVE ADDRESS, UNLESS OTHERWISE STATED HEREIN:
300 STURGIS ST GLENVIL, NE 68941

INFLATION ADJUSTMENT %

ITEM CODE	SECTION		COVERAGES/ENDORSEMENTS	DEDUCTIBLE	AMOUNT OF INSURANCE	PREMIUM
0101-110	SECTION	I	A. DWELLING	** 1000	85,800	$221.00
0232			B. OTHER STRUCTURES		8,580	INCL
0340-130			C. PERSONAL PROPERTY - REPLACEMENT COST		42,900	$22.00
0400			D. LOSS OF USE		17,160	INCL
0600-150		II	L. PERSONAL LIABILITY		100,000	INCL
0640-160			M. MEDICAL PAYMENTS TO OTHERS		1,000	INCL

** SPECIAL WIND AND HAIL DEDUCTIBLE APPLIES - REFER TO ENDORSEMENT 20267

0101-210	ALARM SYSTEM CREDIT	- 2%	$5.00-
0101-301	DWELLING ROOF EXCLUSION		$0.00
0232-302	OTHER BLDGS/STRUCTURES ROOF EXCLUSION		$0.00

TERM PREMIUM	$238.00
SERVICE CHARGE	$5.00
AMOUNT DUE	$243.00

SUBJECT TO THE FOLLOWING ENDORSEMENTS
10211-0306 20267-0203 21245-0306 20015-0595

MORTGAGEE(S) OR CONTRACT TITLEHOLDER
APPLIES TO ITEM 110: A328 GLENVIL CO-OP GLENVIL NE 68941

CURRENT PAYMENT AND COVERAGE INFORMATION IS ALSO AVAILABLE AT HTTPS://AGENTS.FMNE.COM/LIEN.

1024-701 00150 AGENT COPY

FARMERS MUTUAL INSURANCE COMPANY OF NEBRASKA
P O BOX 81529 LINCOLN, NEBRASKA 68501

PLEASE DETACH AND RETURN WITH PAYMENT.

PREMIUM NOTICE

POLICY NUMBER	FILE NUMBER	AGENCY NUMBER	BILLED TO	TERM IN MONTHS	BILLING DATE (MO DAY YR)	DUE DATE (MO DAY YR)	AMOUNT DUE
D0789466	699988	224-006	MORTGAGEE	06	07/19/06	08/18/06	$243.00

GLENVIL CO-OP
CREDIT UNION
PO BOX 46
GLENVIL NE 68941

AGENCY: OREGON TRAIL INSURANCE, LLC
AGENT: FISHER, DAN J.
PHONE: (402) 224-4795
INSURED: RADABAUGH, MIKE

For change of address please contact your agent shown above.

MAKE CHECK PAYABLE TO FARMERS MUTUAL OF NEBRASKA
OR PAY ONLINE AT WWW.FMNE.COM

PS 07059

Remington®

December 12, 2006

Michael Ratabaugh
300 Sturgis Ave
PO Box 12
Glenvil, NE 68941

Subject: Model 710 Serial #71180323
RE: Case #654

Dear Mr. Ratabaugh,

This is in reference to your Model 710 rifle which fired when you closed the bolt when you were out hunting in your friend's truck. We did a thorough examination of the firearm and could not duplicate the problem you reported.

As I understand it, the estimate for the repairs is approximately $2400 which will be covered by your insurance for a $1000 deductible. Although we could not duplicate this, per our conversation, we will meet you halfway on this deductible as a gesture of goodwill. You also notated that you did not feel comfortable with this rifle any longer; therefore I will replace it with a comparable model 700 rifle of the same caliber.

This settlement will close this matter and you should receive your new firearm and check in the next few weeks.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

PS 07060

Remington Arms Company, Inc.

Madison, NC 27025

P[redacted]se Order No.
L[redacted] Watson
Name of Person Originating APV
Madison/8789
Location/Extension of Originator
12/11/2006
Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: **Michael Ratabaugh**

Street and No. **300 Sturgis Ave/ PO Box 12**

City **Glenvil** State **NE** Zip Code **68941**

____% ____ Days; Net _____ Days or _____ Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Total Cents
Settlement for Product Service Case #654	500	00
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
A[redacted]		

D[redacted]ution

8850050-230145 **Cost Element/Cost Center**

_____ **Tax**

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: Laura Watson

Signed: Daniel Gaines

Date: 12/12/06

	Dollars	Cents
Gross	500	00
Discount		
Net	500	00

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____
(If in Foreign Currency)

PS 07061

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: RE00121052
Repair: High Priority

Serial: 71180323 REPLACEMENT G6471836
Model 710 Center Fire Caliber: 30 06 SPRG
Produced: 08/11/2004

Repairman: Carl Colton
Status: Shipped 1/2/2007 4:00:01 PM

Address Information

Customer — Received From

Name: MICHAEL RADABAUGH
Address 1: 300 STRUGIS AVENUE
Address 2: P.O. Box:
City: GLENVIL
State: NE Zip Code: 68941 Country: US

Return To — Received From

MICHAEL RADABAUGH
300 STRUGIS AVENUE
P.O. Box:
GLENVIL
State: NE Zip Code: 68941 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Contact Information

Phone: 402 469 4725
Fax:
Email:
Comments:

Received Condition

Fair
Condition Notes:
CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A017	Scope Base	1

Repair Search | Refresh | Close

supryll 1/3/2007 3:42 PM CAPS NUM INS SCRL

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PS 07061 A

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: RE00121052
Repair: High Priority

Serial: 71180323 REPLACEMENT G8471836
Model: 710 Center Fire Caliber: 30.06 SPRG
Produced: 08/11/2004

Repairman: Carl Cotton
Status: Shipped 1/2/2007 4:00:01 PM

Address Information

Customer: Received From
Name: MICHAEL RADABAUGH
Address 1: 300 STRUGIS AVENUE
Address 2: PO Box:
City: GLENVIL
State: NE Zip Code: 68941 Country: US

Return To: Received From
MICHAEL RADABAUGH
300 STRUGIS AVENUE
PO Box:
GLENVIL
State: NE Zip Code: 68941 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Problems Reported

Code	Desc
M990	LOCKED BOLT GUN DISCHA

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Per product, replacing 710 with a 700 Ramac # 27363, in exchange, at n/c.

Repairman's Comments

scrapped old gun 12/29/06 dbl

CSR Comments

Repair Search | Refresh | Close

supryll 1/3/2007 3:42 PM CAPS NUM INS SCRL

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PS 07061 8

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: RE00121052
Repair: High Priority

Serial: 71180323 REPLACEMENT G6471836
Model: 710 Center Fire Caliber: 30.06 SPRG
Produced: 08/11/2004

Repairman: Carl Cotton
Status: Shipped 1/2/2007 4:00:01 PM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: MICHAEL RADABAUGH	MICHAEL RADABAUGH
Address 1: 300 STRUGIS AVENUE	300 STRUGIS AVENUE
Address 2: PO Box:	PO Box:
City: GLENVIL	GLENVIL
State: NE Zip Code: 68941 Country: US	State: NE Zip Code: 68941 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Part	Typ	Description	Need	Inv	Kit	Aval	Recv	Wrnt	Price	Disc	ExtAmt
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000254	S	GR-FIREARM REPLACEM	1	1	0	0	0	Y			

Parts: .00
Labor: .00
Ship/Handling: .00
Est State Tax: .00
Total: .00

☑ Charge Taxes

Repair Search | Refresh | Close

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PS 07061 c

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: RE00121052
Repair: High Priority

Serial: 7180323 REPLACEMENT G6471836
Model: 710 Center Fire Caliber: 30-06 SPRG
Produced: 08/11/2004

Repairman: Carl Cotton
Status: Shipped 1/2/2007 4:00:01 PM

Address Information

Customer: Received From
Name: MICHAEL RADABAUGH
Address 1: 300 STRUGIS AVENUE
Address 2: PO Box:
City: GLENVIL
State: NE Zip Code: 68941 Country: US

Return To: Received From
MICHAEL RADABAUGH
300 STRUGIS AVENUE
PO Box:
GLENVIL
State: NE Zip Code: 68941 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
12/17/2006 9:36:	New	skinnerl	Repair Added
12/6/2006 1:49:0	Update	valentds	Repair information change
12/6/2006 1:50:3	Expedite	valentds	From: Check In
12/12/2006 3:01	Update	supryll	Address, Billing, or Ship Method C
12/13/2006 1:29	Expedite	pencerl	From: Product Services
12/13/2006 2:41	Estimate	cottonca	Estimate Update
12/18/2006 5:26	Comment	pencerl	27363 Ordered 12/13
12/18/2006 5:53	Mainl	pencerl	Repair Maintenance

- [ ] Shipping Hold
- [ ] InterFace Hold
- [ ] Estimate Sent
- [ ] Parts Received
- [x] Passed Inspection
- [ ] Return As Received
- [ ] Has been Approved
- [ ] Internal Repair

Current Status: Shipped
1/2/2007 4:00:01 PM
System
Packing
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 1/3/2007 3:42 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft ... | Part Search by Mat... | Arms Services Rep... | 2 Microsoft Offic... | Closed Cases - Mic... | 3:42 PM

PS 07061 D

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: RE00121052
Repair: High Priority

Serial: 71180323 REPLACEMENT G6471836
Model: 710 Center Fire Caliber: 30-06 SPRG
Produced: 08/11/2004

Repairman: Carl Cotton
Status: Shipped 1/2/2007 4:00:01 PM

Address Information

Customer: (Received From)

Name: MICHAEL RADABAUGH
Address 1: 300 STRUGIS AVENUE
Address 2: PO Box:
City: GLENVIL
State: NE Zip Code: 68941 Country: US

Return To: (Received From)

MICHAEL RADABAUGH
300 STRUGIS AVENUE
PO Box:
GLENVIL
State: NE Zip Code: 68941 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Shipping Method and Charges:

00 UPS Ground

Standard S/H Charges: 0
Additional S/H Charges: 0
Total S/H Charges: 0

Shipment Tracking:

1Z114813A800349708

Repair Type: Firearm
Payment Method: Warranty
Order Nbr: 160040 Standard Warranty

Bill To Address:

Name: MICHAEL RADABAUGH
Address 1: 300 STRUGIS AVENUE
Address 2: PO Box:
City: GLENVIL
State: NE Zip Code: 68941 Country: US

Repair Search | Refresh | Close

supryll 1/3/2007 3:42 PM CAPS NUM INS SCRL

Start | Inbox - Microsoft... | Part Search by Ma... | Arms Services Rep... | 2 Microsoft Offi... | Closed Cases - Mic... | 3:42 PM

PS 07061 E

Remington Arms Co., Inc.
Product Service
Legal Case #:638

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/10/2006	11/20/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		WalMart			GA			C 770-503-9300
Incident	Jamie	Volguardsen	278 Teakwood	Alto	GA	30510		C 706-892-5567

Incident Information

	Claims	Codes		Repair Est.	Medical Treatment	Medical Status
PI						
PD		Cause:4079	Other - Unexamined			
S	Fired near others	Concern:1025	Unexplained Discharge - No Mention of Safety Position		Unknown	
C						

WalMart in GA is sending the rifle in.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/	27410	71232001		6/20/2005 8:44:45 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		U

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV
			650.00		11/20/200

Repair/Replacement Repair/Replacement

PS 07062

Cost **Date**

Offered to exchange the rifle for a CDL or XCR in the same caliber and return the scope to use w new rifle + $100.00 to purchase new ammo and scope mounts for the new rifle. 11/20/2006 custc contacted us for status - we have not received the rifle from WalMart - I traced the number 1Z3894560310236739 and found they had shipped it to a location in AL that was out of business the gun was being returned to WalMart - I contacted them to let them know what I found and ask them to reship it to Ilion to my attention. Customer contacted me again - we agreed to settlement $650.00 to close his concern

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 07063

11/20/2003

I was able to track the package, it appears that WalMart in GA sent it to a RARC in AL that is now closed and the rifle is on the way back to them. I contacted them and asked them to send it to my attention. I also spoke with Mr. Volguardsen.

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

From: Honeycutt, Deborah
Sent: Monday, November 20, 2006 11:54 AM
To: Supry, Fred L.
Subject: Consumer you've talked to previously requests call back from you.

Hello,

Mr. Jamie Volquardsen spoke with you on approximately 11/13/16. His gun misfired and blew a whole in a roof at a firing range. Wal-Mart at 770-503-9300 sent the gun in to the factory on the 13th, but so far I have been unable to trace it. Can you please call him back on his cell, #706-892-5567? I thought perhaps since it is a liability issue you might have intercepted the gun.

Thanks.

Debbie Honeycutt
Remington Arms Consumer Service
PO Box 700
870 Remington Dr.
Madison, NC 27025
800-243-9700, ext 8799

Remington.

20 November 2006

Jamie Volguardsen
278 Teakwood
Alto, GA 30510

RE: Model 710 Concern

Dear Jamie,

Per our telephone conversations today, I have issued the paperwork needed to get you reimbursed $650.00 in exchange for the Model 710 rifle serial #: 71232001 that is being returned to my attention from Wal-Mart. We are sorry for the confusion and shipment error from the Wal-Mart store. This will allow you to purchase a new rifle, scope, and ammunition while we work with Wal-Mart to get the original rifle returned to my attention.

Our reference number for this concern is Product Service #: 638. We apologize for the inconvenience and we wish you many years of enjoying the shooting sports.

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

ORIGINAL

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Purchase Order No.

Fred Supry

Name of Person Originating APV

Ilion - 3606

Location/Extension of Originator

11/20/06

Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: Jamie Volguardsen

Street and No. 278 Teakwood

City Alto State GA Zip Code 30510

____ % ____ Days; Net ____ Days or _____

Desired Pay Date

Vendor Code

Pmt Method

Description	Total Dollars	Total Cents
To reimburse customer for Model 710 3006 caliber rifle that was returned to	650	.00
Remington. Reference Legal File # 638 and Jamie Volguardsen file in Product Service.		

Distribution

Firearms 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: Fred Supry

Signed:

Date: 11/20/2006

Gross	650	.00
Discount		
Net	650	.00

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____
(If in Foreign Currency)

PS 07066

Jamie Volguardsen 710 AD

770-503-9300 Sporting Goods

Walmart GA manager Anthony Howard

offered 700 CDL + return of scope

SERIAL #: 71262001 ( )

PS 07067