

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:4038	Could Not Duplicate Concern	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				

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-Est 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 comparable 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 1/4/07-received release form from Mr. Ratabaugh.lw 1/5/07-Farmers Mutual Ins. claims adj, Tim called to see what we found w/gun. Explained that we found nothing wrong with it. He asked if we sent it back to cust and I told him we replaced w/ comparable model as cust did not feel comfortable with rifle.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		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Like new; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/710 SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	N/A
Tests	Notch	Like new; Functioning	
	Test Fired	False	
Trigger	Feeding Test	False	
	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

Remington®

December 22, 2006

Michael Radabaugh
PO Box 12
300 Sturgis Ave
Glenvil, NE 68941

Subject: Model 710 Serial #71180323
RE: Case #654

Dear Mr. Radabaugh,

The enclosed form is a release form that I need for you to sign before a notary and return to me. It basically shows that we made a settlement with you for \$500 (for the damages to your friend's truck) and releases Remington of any further liability in this matter.

Your firearm is also being replaced and we should have that to you in the next few weeks. I appreciate your cooperation and patience. If you have any further questions or concerns, please feel free to contact me at the number below. I wish you a safe and Happy Holiday.

Sincerely,



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 8112)

Remington®

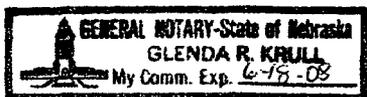
KNOW ALL PERSONS BY THESE PRESENTS:

That I, Michael Radabaugh, of Glenvil, NE being of full age, in consideration of and upon receipt of \$500 Dollars (US\$), do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about November of 2006 which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by Michael Radabaugh, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and

seal this 28th day of December, 2006 at Glenvil, Nebr.



Glenda R. Krull

Michael Radabaugh
Signature

232-19-6734
Social Security Number

300 Sturgis
Address

Glenvil, Ne 68941
City, State, Zip

Remington Arms Co., Inc.
Product Service
Legal Case #:1050

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		2/21/2007	2/21/2007		X		

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mary	Brinson	410 Bridge Rd	Buckingham	VA	23921		C 434-969-6152
Incident		Steven	Brinson						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Shot & Killed Brother	Cause:4079 Other - Unexamined			
PD	Concern:1025 Unexplained Discharge - No Mention of Safety Position		U	
S				
C				

2/21/07-call received from Mary Brinson. In Oct 2006, her husband Steven Brinson was out hunting with his brother. He had the gun at his shoulder and it accidentally discharged and killed his brother. Steven is being charged in the case. The police have the firearm. He saw on our website about the 710 recall and wanted to see if we had anymore information. They did not know about the recall and did not send it in. I explained to her where the information on our site was and that if her attorney needed any further information, he could contact me and I would get him to the proper channels.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71077524		9/4/2002 12:41:28 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	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

2/21/07-I told Mary where on our website the recall information was located. She asked for my extension in case their attorney needed any further information. lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8114

Remington Arms Co., Inc.
 Product Service
 Legal Case #:1050

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		2/21/2007	2/21/2007		X		

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mary	Brinson		Buckingham	VA	23921		C 434-969-6152
Incident	Steven	Brinson						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Shot & Killed Brother	Cause:4079 Other - Unexamined			
PD Concern:1025	Unexplained Discharge - No Mention of Safety Position		U	
S				
C				

2/21/07-call received from Mary Brinson. In Oct 2006, her husband Steven Brinson was out hunting with his brother. He had the gun at his shoulder and it accidentally discharged and killed his brother. Steven is being charged in the case. The police have the firearm. He saw on our website about the 710 recall and wanted to see if we had anymore information. They did not know about the recall and did not send it in. I explained to her where the information on our site was and that if her attorney needed any further information, he could contact me and I would get him to the proper channels.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71077524	9/4/2002	12:41:28 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	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

2/21/07-I told Mary where on our website the recall information was located. She asked for my extension in case their attorney needed any further information. lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

{ PS 8115 }

1050

Case Information

Date of Call	Incident Date	Pre Lit	Lit	Obsolete
2/21/07				

Customer Information

	Reporter (Age)	Incident (Age)
Name	Mary Brinson Steven Brinson.	
Address	410 Bridge Rd	
City, St Zip	Buckingham VA 23921	
Home	434-967-6152	
Cell		
Work		

Incident Information

Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>
---	---	--	---

Nature of Injury:

Medical Treatment:

Claim:

Incident: Killed Brother

Accidental discharge

Gun shouldered

Oct -

- Attorney -

Firearm Information

Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
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Rem	Bolt	710 / 30-06	71077524	
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Date Purchased	Where Purchased	Original Owner

Ammunition Information

Factory or Reloads

Manufacturer

Caliber

Bullet type

Bullet Weight

Lot # of ammunition

Additional Ammo Info:

Other Products Information

PS 8116

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			
	Fired			
S	near			
	others			
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 8117

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

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Examination[Remington/CF/BA]

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Part	Sub-Part	Code	Comment
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(PS 8118)

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 Volguardsen 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*

PS 8119



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,

A handwritten signature in black ink, appearing to read "Fred Supry", is positioned below the word "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

PS 8120

ORIGINAL

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Purchase Order No. <u>Fred Supry</u>	Seller's Invoice No. _____	Seller's Invoice Date _____
Name of Person Originating APV <u>llion - 3606</u>	Pay To: <u>Jamie Volguardsen</u>	
Location/Extension of Originator <u>11/20/06</u>	Street and No. <u>278 Teakwood</u>	
Date Prepared _____	City <u>Alto</u> State <u>GA</u> Zip Code <u>30510</u>	

% _____ Days; Net _____ Days or _____
Desired Pay Date _____

Vendor Code _____
Pmt Method _____

Description	Total	
	Dollars	Cents
To reimburse customer for Model 710 3006 caliber rifle that was returned to Remington. Reference Legal File # 638 and Jamie Volguardsen file in Product Service.	650	.00

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.	_____
cct	_____
USD Amt (If in Foreign Currency)	_____

(PS 8121)

Jamie Volguardsen

710

AD

770-503-9300

Sporting Goods

Walmart

GA

manager

Anthony Howard

offer 700 CDC + return of scope

SERIAL #: 71262001

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(PS 8122)

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
121937	12/13/2006	11/29/2006	1/3/2007	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	WA	8/9/2006 10:43:18 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 0630	SCOPE,RINGS,MOUNT - LESS MAG	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 CUST.CONCERN:WENT OFF SHOOTING A HOLE IN MY GMC DENALI

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

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace in exchange at n/c	Y	1/22/2007		500.00		1/22/2007
	Repair/Replacement Cost	Repair/Replacement Date				
	\$150.00	12/15/2006				

(PS 8123)

11/29/06-Sending ARS, Ltr, & box to get firearm in. Offered to replace rifle.lw 12/21/06-spoke w/ cust. Replacing rifle and destroying his old rifle. He was satisfied with that. He would like for us to cover the deductible \$500 for the repairs to his

Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	

(PS 8125)

Remington®

January 3, 2007

Jesse White
824 Preakness Lane
Florence, SC 29501

Subject: Model 710 Serial #71318571
RE: Case #724

Dear Jesse,

This is in reference to our phone conversation regarding the repairs to your 2004 Denali. As agreed, we will reimburse your for your \$500 deductible as a gesture of good will. I am enclosing a release form that I need for you to sign, have notarized and return to me. I have included a preaddressed envelope so it will come to my attention. Also be sure to include the receipt for the tint work so I can complete your file.

I appreciate you working with us and will try to get this resolved as quickly as possible for you.

Sincerely,



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 8126 }

Remington®

KNOW ALL PERSONS BY THESE PRESENTS:

That I, Jesse White, of Florence, SC being of full age, in consideration of and upon receipt of \$500 Dollars (US\$), do here-by release and forever discharge Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc., (formerly named Remington Arms Company, Inc.) (together, the "Releasees"), their successors, assigns, employees, officers, agents and directors from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever, known and unknown (including claims for loss of consortium), on account of, resulting, or which may result from property damage or injury received by me on or about November of 2006 which I have claimed was caused while using products manufactured and/or sold by one or more of the Releasees.

I further state (a) that receipt by Jesse White, of the consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees (i) of any responsibility for the accident, or for an alleged defect in said product, or (ii) that any such defect exists and (b) that I have carefully read and understand the contents of this release and sign the same as my own free act; and (c) that this release shall be construed and interpreted according to the laws of the UNITED STATES and the state of NEW YORK.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and

seal this 15th day of January, 2007 at Florence, SC

Patti M. White

Notary Ex. Oct. 13 2016

[Signature]
Signature

751-720553
Social Security Number

824 Parkers Lane
Address

Florence, South Carolina 29501
City, State, Zip

Remington®

CASE# 724

S15#
WA 8/06

22"

November 30, 2006

Jesse White
824 Preakness Lane
Florence, SC 29501

Serial Number: **71318571**

Model: **710**



RE00121937

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

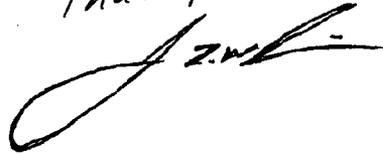
*could not duplicate concern
Per Agreement
replace in exchange w/c
Rem # 27410
SCRAP rifle after replaced.*

(PS 8131)

RECEIVED
DEC 15 2006

BY:.....

Please have Laura Watson contact "me" Jesse White
upon receiving firearm.

Thank You!


(PS 8132)

Remington

Factory Repair Instructions

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

Model Number: 710	Serial Number: 71318571
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Jesse Lee White	Date of Purchase:
Address (no PO Boxes): 824 Preakness Lane	
City: Florence	State: South Carolina Zip: 29501
Phone (Daytime): (843) 260-7428	Fax: N/A
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: The gun was in my hands when it went off, shooting a hole in my GME 2004 Denali. I was going to place the gun down in the back seat to take off my gloves. I had all intentions of unloading the firearm but it went off facing the front passenger side of the truck. The safety was on and my hand was on the butt and barrel.	
Ammunition Information:	
Manufacturer: WINCHESTER	Type: 30-06 Ballistic Tip
Other (i.e. bullet weight/type, shot size, powder): 150 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:	
How often do you clean the bore? (Months or Number of rounds) When needed	
How often do you clean the action? (Months or Number of rounds) When needed	
How often do you clean the trigger assembly? (Months or Number of rounds) When needed	
Brand of lubricant used: Fed Oil	

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? <input type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>N/A</i>
What were the services performed? <i>N/A - Brand new gun. Only 22 shots ever fired out of gun.</i>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">REMINGTON ARMS CO., INC</p> <p style="text-align: center;">ATTN: Arms Service Division</p> <p style="text-align: center;">14 Hoefler Ave</p> <p style="text-align: center;">Ilion, NY 13357</p>
<p>ⓈWARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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).</p> <p>:: 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.</p>

(PS 8134)

24 7:08PM

PS 8135



PS 8136

24 7:45 PM

PS 8137

24 7:46PM

PS 8138

20 700000

PS 8139

Remington Arms Co., Inc.
 Product Service
 Legal Case #:934

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
123729	1/16/2007	1/17/2007	1/17/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bass Pro Shops	2901 Bass Pro Drive	Council Bluffs	IA	51501		H 712-325-6000

Incident Information

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

1/19/07-correspondence from repair-Bolt/ firing pin/abnormally malfunction. As bolt slides forward, firing pin releases and the gun fires.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/7MM REM MA	27412	71313412	OA	7/10/2006 2:25:28 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	SCOPE.RINGS,BASE	Y			

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
Repair at n/c under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$20	1/19/2007				

1/19/07-Could not duplicate concern. Replace receiver insert under warranty to restore confidence in rifle.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
		Could Not Duplicate	A TRIGGER LOCK WAS INSTALLED WHEN

Cause	4038	Concern	RECEIVED
Barrel	Description		24" 7MM REM MAG
	Date Code		OA
	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	Slightly Worn; Functioning	
	Stop	Like new; 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	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	

(PS 8141)

CASE
934

S.P.#

2411

DA 7/02

could not duplicate concern
replace inc. - intent checkover,
clear AT MK warranty to
restore confidence in pitk

RECEIVED
JAN 19 2007

BY: *[Signature]*

Serial Number: 71313412

Model: 710



RE00123729

(PS 8143)

STORE USE WORKSHEET

513192

Transfer Type	Sending Location	Receiving Location	Control #
<input type="checkbox"/> Store To Store Merchandise <input type="checkbox"/> Outside Department Merchandise	BASS PRO SHOPS #30 2901 Bass Pro Drive Council Bluffs, IA 51501	REMINGTON ARMS CO ATTN - ARMS SUS	

Adjustment Type	Accounting Use Only		
<input type="checkbox"/> Mark Out-Of-Stock <input type="checkbox"/> Mark In-Stock	Dept. #: _____	Expense Code: _____	ReClass To Special Account #: _____

PG. #	QTY.	SKU/UPC #	SOURCE CODE	DESCRIPTION	UNIT RETAIL
	1EA	1026859		REMINGTON MODEL 710 W/ SCOPE (REM# 27412) 7MM BOLT ACTION RIFLE.	399.99
			LOG	CUSTOMER-1-6	
			S/N	71313412	
				LAST ENTRY	
				WARRANTY REPAIR SERVICE - BOLT / FIRING PIN ANOMALY/ MALFUNCTION. AS BOLT SLIDES FORWARD, FIRING PIN RELEASES AND THE GUN FIRES. REQUEST REPAIR WITH FUNCTIONAL CHECKOUT WITH RETURN TO ABOVE ADDRESS ON COMPLETION.	
				FEDEX GROUND - PAYABLE BY BPS - ADULT SIGNATURE	
				CURRENT FFL PREVIOUSLY SENT	
				POINT OF CONTACT @ BPS Q30 IS BRIAN HANSON 712-325-6000 (x4075)	
				THANK YOU.	

(PS 8144)

TOTAL

PREPARED BY: BHanson / Dan [Signature] 1/8 107
 AUTHORIZED BY: Toddy [Signature] 1/18 107
 KEYED BY: _____ DATE _____

REASON: WARRANTY REPAIR SERVICE
 [Signature]

REMINGTON

Firearms Acquisition / Disposition Form

This form will be used for all inbound and outbound transfers, all firearms that are received with no paperwork, repair firearms, and any firearm returned for a refund.

TRANSFER IN / LOCATION # _____ TRANSFER # _____

BASS PRO SHOPS #30 UPS TRACKING # _____
2901 Bass Pro Drive

TRANSFER OUT / LOCATION # Council Bluffs, IA 51501 TRANSFER # _____

5-42-155-01-8E-01107 UPS TRACKING # _____

REPAIR INBOUND

RECEIVED WITH NO PAPERWORK

REPAIR OUTBOUND

REFUNDED FIREARM: PREVIOUS A&D # _____

FIREARM INFORMATION

SERIAL NUMBER: 71313412 SKU: 1026859

TYPE OF FIREARM: REMINGTON

CALIBER: 7mm ACTION: BOLT MODEL: 710 w/SCOPE (REM # 27412)

ACQUISITION INFORMATION (INCOMING FIREARM)

DATE OF ACQUISITION: 1/1 A&D BOOK NUMBER: _____

NAME OF COMPANY: _____

CUSTOMER INFORMATION: _____

ADDRESS: _____
STREET CITY STATE ZIP

DISPOSITION INFORMATION (OUTGOING FIREARM)

DATE OF DISPOSITION: 1/8/07 A&D BOOK NUMBER: CUSTOMER 1-6

NAME OF COMPANY: REMINGTON ARMS COMPANY

CUSTOMER INFORMATION: Attn: Repair/Service Dept. ARMS SERVICE

ADDRESS: 14 HOEFLER AVE ILION NY 13357
STREET CITY STATE ZIP

COMMENTS: POINT OF CONTACT @ BPS # 30 IS BRIAN HANSON (email bahanson@basspro.ca (712-325-6000 x4075))

WARRANTY REPAIR — AS BOLT SLIDES FORWARD FIRING PIN RELEASES AND THE GUN FIRES.

B. Hanson 1-8-07
Hunting Manager or Hunting Lead

Tom J. M.
Loss Prevention Agent

(PS 8145)

Remington Arms Co., Inc.
Product Service
Legal Case #:844

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122399	12/29/2006	12/12/2006	12/29/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Nance	Deprez	PO Box 207	Heron	MT	59844		H 406-847-2741 W

Incident Information

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

12/12/06-1st time it went off, she was getting out of the car, gun was loaded. 2nd time she closed the bolt and the gun went off. She has less than a box of shells in this rifle and does not want it back.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71110800	CX	4/9/2003 6:46:12 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

Scope and mounts not received with rifle

Ammunition Information - None Defined
Other Products Information - None Defined
Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
			Remington/710/CF/BA			
Replace TA n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	25.00	1/3/2007				

12/12/06-cust received ARS label from Consumer services.lw 1/3/07-correspondence from repair-Rusty components, clean action, install new TA at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/29/2006
	Product Type		RF
	Action Type		A

	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Rust on underside of action, underside of barrel, and on the stock screws. Extremely light trigger pull - below factory specifications.
Barrel	Description		22 inche Model 710 3006 caliber
	Date Code		CX
	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	True	
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---	
Receiver	Condition	Slightly Worn; Functioning	Rust on underside of action
	Bulged	False	
Safety	Description		710 Safety
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Test Fired	False	

Tests	Feeding Test	True	ok
Trigger	Condition	Slightly Worn; Functioning	Creep in trigger - excess movement prior to firing
	Pull	---Select---	2.5 lbs - under factory specifications
	Altered	False	unable to determine

(PS 8148)

2.5 lbs
2" .308
X

RUST on Bottom of BBL

RUST on Stock screws

light trigger pull

Trigger creeps before firing

#844

Remington

Factory Repair Instructions

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

Model Number: 710 Serial Number: 71110800

Are you the original owner? YES NO

Name: NANCY & DANIEL DEPREZ Date of Purchase: 04-05

Address (no PO Boxes): 1 ELK CREEK RD #207

City: Heron State: mt Zip: 59844

Phone (Daytime): 406 847 2741 Fax:

E-mail Address:

I would like to receive future e-mail updates from Remington. deprez@blackfoot.net

Please describe your problem:

misfired and no fired when bolting
Bullet in

Serial Number: 71110800

Model: 710



RE00122399

Ammunition Information:

Manufacturer:

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:

Could NOT DUPLICATE CONCERN

Firearms Care (Cleaning and Lubrication):

RUSTY COMPONENTS

Brand of cleaning solution used: CLEAN ACTION INSTALL NEW

How often do you clean the bore? (Months or Number of rounds) TA N/C - change 230145

How often do you clean the action? (Months or Number of rounds) FIS 12/29/2006

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

PS 8150

Brand of lubricant used:

RECEIVED
JAN 02 2007

RY: *AW*

844

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/12/06				
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	Nancy Deprez (Duprie)			
Address	PO Box 207			
City, St Zip	Heron, MT 59844			
Home	406-847-2741			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: 1 st getting out of car - went off - loaded -				
2 nd closed bolt, gun went off				
less than box of shells.				
doesn't want gun.				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	710/	71110800	2003
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Factory or Reloads				
Manufacturer				
Caliber				
Bullet type				
Bullet Weight				
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				

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 S fired on safe C release	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		N	ok

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 8152)

Part	Sub-Part	Code	Comment
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(PS 8153)

Serial Number: 71214070

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description	te	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
710	27412	MAY	3/1/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX	005/03/31	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	Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
710	27412	MAY	03/01/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX	Transferred	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	Transferred	byrdsr	To: OHL on T30000277

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description	Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
710	27412	MAY	03/01/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX	hipped	03/31/2005	Intransit	030088649	P30006069	T30000277	213603	0081171675	

History:	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	713-748-9028			
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury: thumb cut				
Medical Treatment: NO				
Claim:				
Incident: Fired on safe release				
			600-815305	
			ALS ✓	
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				

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
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

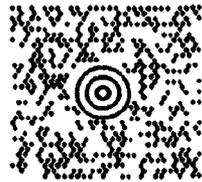
(PS 8156)

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

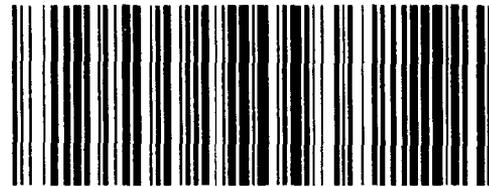


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6636 0053



BILLING: 3RD PARTY
DESC:
RETURN SERVICE

REF 1: TESSIA MCNICHOLS/LW

UOH 0.0.16 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 Carriage of Goods by Road (the "CMR Convention"). These conventions, technology or otherwise were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. Participating please, call 1-800-752-7522. United Parcel Service, Louisville, KY

(PS 8157)

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
121951	12/21/2006	12/5/2006	12/21/2006	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:4038	Could Not Duplicate Concern	
S	Gun fired when bolt closed	Concern:1008	Fired on Bolt Closing	Unknown
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	710/300 WIN MA	27414	71234830	OZ	7/14/2005 10:38:13 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/2/2006	WAL-MART DC 6003R-REGULAR	SCOPE,RINGS,MOUNT	Y			

12/5/06-Serial number not available at time of call. 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 w/ 700 at n/c

Repair/Replacement Cost	Repair/Replacement Date
\$205	12/22/2006

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 25302.lw 12/12/06-copy of file requested. Sent to Jessica Bismark at Swanson, Martin & Bell.lw 12/22/06-Cust did not feel safe w/ rifle, requested another model. Replacing with a M/700 SPS ramac 27387 as a gesture of good will.lw

Examination[Remington/CF/BA]

PS 8158

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/21/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		OZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Like new; Functioning	
	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Like new; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/710 SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	
Tests	Notch	Like new; Functioning	
	Test Fired	False	
Trigger	Feeding Test	False	
	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	

(PS 8159)

Remington®

24"
02 7/05
6#

Case #
799

December 6, 2006

Danny Rhodes
c/o Gary Hodges
221 A Coopers Dr.
Charleston, WV 25302

Serial Number: **7 1 2 3 4 8 3 0**

Model: **710**



RE00121951

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
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

could not duplicate concern
replace in exchange AT
H/c RAMAC ~~2344~~
warranty 27387

F003

RECEIVED
DEC 22 2006

BY:

(PS 8160)

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? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>N/A</i>
What were the services performed? <i>N/A</i>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">REMINGTON ARMS CO., INC</p> <p style="text-align: center;">ATTN: Arms Service Divison</p> <p style="text-align: center;">14 Hoefler Ave</p> <p style="text-align: center;">Ilion, NY 13357</p>
<p>ⓈWARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>

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ST# 2036	OP# 00003340	TE# 77	TR# 03226
REMINGTON	004770027414	299.87	X
	SUBTOTAL	299.87	
TAX 1	6.000 %	17.99	
	TOTAL	317.86	
ECA CHECK TEND		317.86	
CHANGE DUE		0.00	

When you provide a check as payment, you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable.

ITEMS SOLD 1

TC# 5884 1030 3556 {



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11/02/06 21:14:54

***** 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.

(PS 8163)

799

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	Guy Hotel - 221 A Cooper Dr.			
City, St Zip	Charleston WV 25301			
Home				
Cell	304-767-1400			
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment: ARS				
Claim: hole in door				
Incident: 1 1/2 wks ago purch.				
hard Erecting shell - bolt sticking in other side of				
put 3 shells in gun other gun stops				
slid bolt up, hole				
Bolt closed & gun went off - wants money back or another gun.				
Took to walmart - they won't take it back				
Send gun to US				
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				

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,

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Sincerely,



Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

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

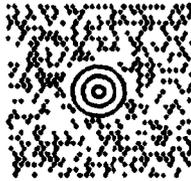
(PS 8165)

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

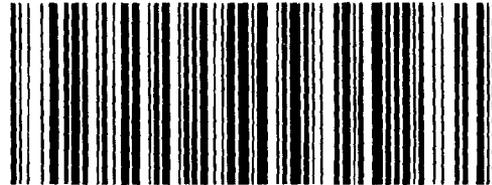


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6654 9154



BILLING: 3RD PARTY
DESC: ...
RETURN SERVICE

REF 1: DANNY RHODES/LW

UoM 8.0.16 UPS Thermal 2 58.1R 10/2006



International Shipping Notice - Customs forms may be subject to the rules relating to safety 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 agreements, including all amendments thereto, apply to the extent permitted by law. International shipments may be subject to U.S. law. Prohibited items are restricted. For shipping restrictions, call 1-800-757-7522. United Parcel Service, Louisville, KY

(PS 8166)