

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:1750

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/9/2007		10/26/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ronnie	Chamberlain	840 Hwy 304 Lot 1	Tibideou	LA	70301		C 985-859-0116

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hearing hurt				
PD hole in roof of deer stand	Cause:4079 Other - Unexamined Concern:1028 Fired With Safe ON		N	ok
S				
C				

11/9/07-cust claims rifle discharged in deer stand, shooting hole in roof. When he put the gun on safe, it discharged. hearing hurt for a week. He has been able to make it do this several times.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbi.	DOM
Remington	CF/BA	710/				1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

11/9/07-serial number not available at time of call.lw

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					

11/9/07-sending ars & ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

PS 9236

1750

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/9/07	10/26/07			
Customer Information				
Reporter (Age )		Incident (Age )		
Name	Ronnie Chamberlain			
Address	840 Hwy 304 Lot 1			
City, St Zip	Tulsa, OK 74101			
Home				
Cell	985-859-0116			
Work				
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: Discharged in Dec. sand-hole in roof				
or				
pd safe gun discharged				
hearing hurt for week.				
make it do it several times				
ARS ✓				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
K&M	BOLT	710		
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Manufacturer		Caliber/ Gauge	Factory or Reloads	
Bullet type		Bullet wt.	Lot #	
Additional Ammo Info:				
Other Products Information				

# Remington®

November 9, 2007

Ronnie Chamberlain  
840 Hwy 304 Lot 1  
Thibodaux, LA 70301

Subject: Model 710  
RE: Case #1750

Dear Mr. Chamberlain,

We were sorry to learn that your Model 710 rifle discharged while you were in your deer stand. 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. We appreciate you getting in touch with us so we can evaluate your firearm.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm 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

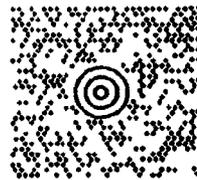
Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

RONNIE CHAMBERLAIN  
840 HWY 304  
THIBODAUX LA 70301

12 LBS  
RS

1 OF 1

SHIP TO:  
ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFLER AVE  
ILION NY 13357

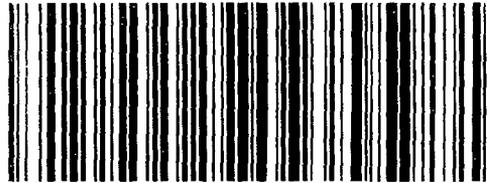


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6779 8286



BILLING: 3RD PARTY  
DESC: FIREARM  
RETURN SERVICE

REF 1: RONNIE CHAMBERLAIN/LW  
REF 2: ATTN: SERVICE DEPT

WS 9.0.49

LP2844 69.0A 07/2007



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 prohibited to U.S. See also 48 CFR 101.11. For shipping advice, call 1-800-854-7862. United Parcel Service of America, Inc.

PS 9239

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1771

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/16/2007		11/15/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Gaylord	Day	1255 S Vanblet	Swartz Creek	MI	48473		H 810-635-3690 C 810-397-4108

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD	Cause:4079 Other - Unexamined		N	ok
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

11/16/07-cust was hunting, took safety off, gun went off. cut his thumb, thought he broke it, sore. Taking rifle to Williams Gun Sight RARC to send in for him.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71088470		11/23/2002 2:06:07 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CAMFOUR INC		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				

11/16/07-no action needed at this time. Waiting on williams to send in.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

( PS 9240 )

MI

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/16/07	11/15/07			
Customer Information				
Name	Reporter (Age )	Incident (Age )		
Taylor, Tony				
Address	1255 S VanOlet			
City, St Zip	Swartz creek, MI 48473			
Home	810-635-3696			
Cell	810-397-4108			
Work	989-832-0378 daugh.			
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:				
Medical Treatment:				
Claim:				
Incident:				
Took safety off, gun went off				
Cut thru hand, thought he broke it.				
Williams gun sight - taking to them to send in				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710	71088470	
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Manufacturer		Caliber/ Gauge	Factory or Reloads	
Bullet type		Bullet wt.	Lot #	
Additional Ammo Info:				
Other Products Information				

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1571

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135543	10/18/2007	9/24/2007		9/22/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Nathan	Fieldson	6925 A Lalomi	Glendale	AZ	85307		C 623-810-7804

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot vehicle	Cause:4006	Altered Adjustments or Components		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C				

9/24/07-cust claims friend was using his rifle. Put the bolt in the rifle, loaded a round in the chamber and the gun went off when he closed the bolt. Round went through passenger door, dashboard and maybe computer (1995 Jeep Grand Cherokee). No injuries. took bolt out of gun and noticed firing pin sticking out. lw 10/24/07-received pictures and estimate for \$3800.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71320955	WA	8/3/2006 4:59:43 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 2554	SCOPE,RINGS,BASE	Y			

9/24/07-serial number not available at time of call.lw

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					

9/24/07-sending ARS.lw 10/26/07-called cust w/ results. Explained that gun has been altered. He wanted us to pay for damages \$3800. Not full fault of Remington, we shouldnt have to pay all damages as gun was altered. He will check with insurance and get back with me.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/19/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED, WILL FOLLOW DOWN FIRING PIN HAD BEEN TURNED IN BOLT WHEN RECEIVED
Barrel	Description		22" 270 WIN
	Date Code		WA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

( PS 9242 )

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Extractor	Condition	Slightly Worn; Functioning
Cut Condition		Slightly Worn; Functioning	
Ext/Eject Test		False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	TRIGGER SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

PS 9243



# Remington®

1571



22"  
WA 8/06  
2H

September 24, 2007

Nathan Fieldson  
6925A Lalomi  
Glendale, AZ 85307

Serial Number: **71320955**

Model: **710**



**RE00135543**

Subject: Model 710  
RE: Case #1571

Dear Mr. Fieldson,

We were sorry to learn of the unfortunate incident that you and Eric experienced with your Model 710 rifle. As I understand it, the rifle fired when Eric closed the bolt on a round, shooting a hole in your 1995 Jeep Grand Cherokee. You also notated that when you removed the bolt, the firing pin was sticking out on the bolt face. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm 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

*Will follow down to  
57219 set screws altered*

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto: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](http://www.remington.com)

( PS 9245 )

# Remington

## Factory Repair Instructions

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

Model Number: 710		Serial Number: 713 20955	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Nathan Fieldson		Date of Purchase:	
Address (no PO Boxes): 6925 A Lullomi			
City: Glendale		State: Arizona	Zip: 85307
Phone (Daytime): 623 510 7804		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: While <del>test</del> pushing bolt forward to chamber a round the firearm went off. After removing the bolt and looking the firing pin was not recessed into the face of the bolt and cannot get it to recess. This happened on the 22 of sep 2007 it was dry using Winchester Super X 150 grain bullets.			
Ammunition Information:			
Manufacturer: Winchester		Type: Super X	
Other (i.e. bullet weight/type, shot size, powder): 270cal. 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: Quick scrub			
How often do you clean the bore? (Months or Number of rounds) once a month			
How often do you clean the action? (Months or Number of rounds) once a month			
How often do you clean the trigger assembly? (Months or Number of rounds) once every few months			
Brand of lubricant used: Rem oil			

( PS 9246 )

How often do you lubricate the bore? (Months or Number of rounds) *every 50 rounds*

How often do you lubricate the action? (Months or Number of rounds) *every time I use it*

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

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? *never*

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 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 9247 )



Estimate #

**2547**

Estimate Ref # 2,547

Date Printed: 10/02/2007

5:17 pm

**B & A Auto Repair**

12405 W. Glendale Ave.

Glendale, AZ 85307-0000

Phone: (623) 536-0555

Fax: (623) 536-0550

**Estimate**

Hat/ref #

Promised Time:

Fieldson, Nathan

1995 JEEP GRAND CHEROKEE 5.2

VIN:

Date Written: 10/02/2007

Luke AFB, Az 85309-0000

License: 555-AAA

Mileage In: 0

Written By: Frank

Home: (623) 810-7804

Unit #:

Mileage Out: 0

Save Old Parts: No

DOM:

Job Name	Description	Qty	List	Extended
<b>Job #1</b>	<b>POWERTRAIN CONTROL MODULE - POWERTRAIN CONTROL...</b>			
Part -- 56028113	OEM - POWERTRAIN CONTROL MODULE - ECM	1.00	\$715.00	\$715.00
Part -- 4723518	OEM - EVAPORATOR CORE	1.00	\$159.00	\$159.00
Part -- 4720008	OEM - HEATER CORE	1.00	\$205.00	\$205.00
Labor -- 1	Work Requested - POWERTRAIN CONTROL MODULE - POWERTRAIN CONTROL MODULE - Replace	0.70	\$80.00	\$56.00
Labor -- 1	Work Requested - HEATING AND AIR CONDITIONING - HEATING AND AIR CONDITIONING - Evacuate/Recharge - Evacuate & Recharge	1.40	\$80.00	\$112.00
Labor -- 1	Work Requested - EVAPORATOR CORE - EVAPORATOR CORE - Replace	5.40	\$80.00	\$432.00
Labor -- 1	Work Requested - HEATER CORE - HEATER CORE - Replace - Main System - With AC	5.50	\$80.00	\$440.00
Part -- 4720006	OEM - BLOWER MOTOR	1.00	\$125.00	\$125.00
Labor -- 1	Work Requested - BLOWER MOTOR - BLOWER MOTOR - Replace	0.80	\$80.00	\$64.00
Part --	Evaporator Case Upper	1.00	\$111.99	\$111.99
Part --	Freon	30.00	\$1.10	\$33.00
Part --	Anti Freeeze	2.00	\$12.99	\$25.98
Labor -- 1	Work Requested - Repair Wiring Harness	8.00	\$80.00	\$640.00
Labor -- 1	Work Requested - Repair Firewall	2.00	\$80.00	\$160.00
Labor -- 1	Work Requested - Repair Door Support	1.00	\$80.00	\$80.00
Labor -- 1	Work Requested - No Start Diagnostic	1.00	\$80.00	\$80.00
Labor -- 1	Work Requested - Flash PCM	1.50	\$80.00	\$120.00
Sublet --	Work Requested - Towing	1.00	\$75.00	\$75.00
Part --	Evaporator Case Lower	1.00	\$111.99	\$111.99

( PS 9249 )

Estimate #

**2547**

Estimate Ref # 2,547  
Date Printed: 10/02/2007  
5:17 pm

**B & A Auto Repair**

12405 W. Glendale Ave.  
Glendale, AZ 85307-0000  
Phone: (623) 536-0555  
Fax: (623) 536-0550

**Estimate**

<b>Fieldson, Nathan</b>	<b>Hat/ref #</b> 1995 JEEP GRAND CHEROKEE 5.2	<b>Promised Time:</b>
	VIN:	Date Written: 10/02/2007
Luke AFB, Az 85309-0000	License: 555-AAA	Mileage In: 0
Home: (623) 810-7804	Unit #:	Mileage Out: 0
	DOM:	Save Old Parts: No

Job Name	Description	Qty	List	Extended
			<b>Job Subtotal :</b>	<b>\$3,745.96</b>

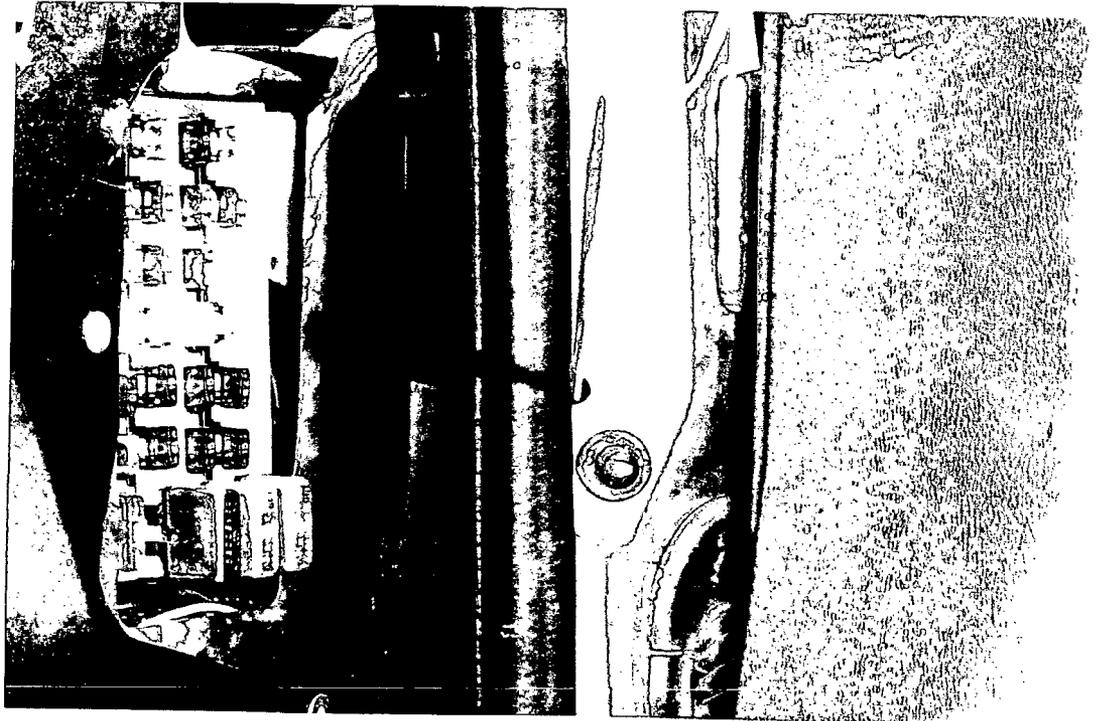
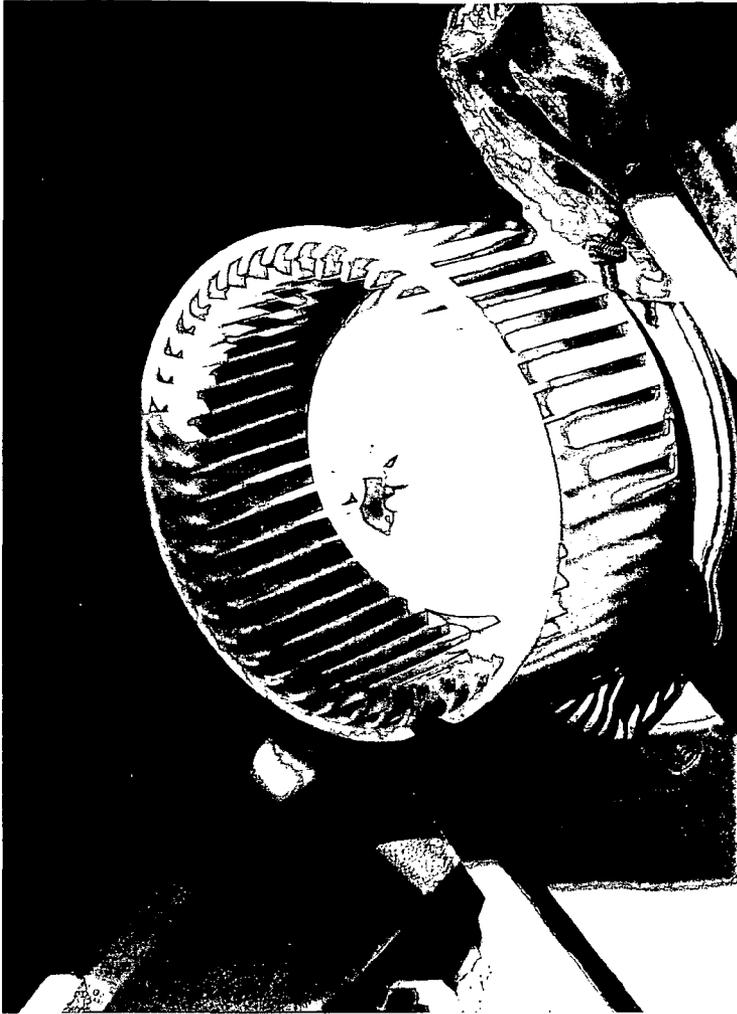
Parts:	\$1,486.96
Labor:	\$2,184.00
Sublet:	\$75.00
Misc:	\$0.00
Discount:	\$0.00
Hazmat:	\$4.00
Supplies:	\$3.00
Tax:	\$93.87
<b>Total:</b>	<b>\$3,846.83</b>

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

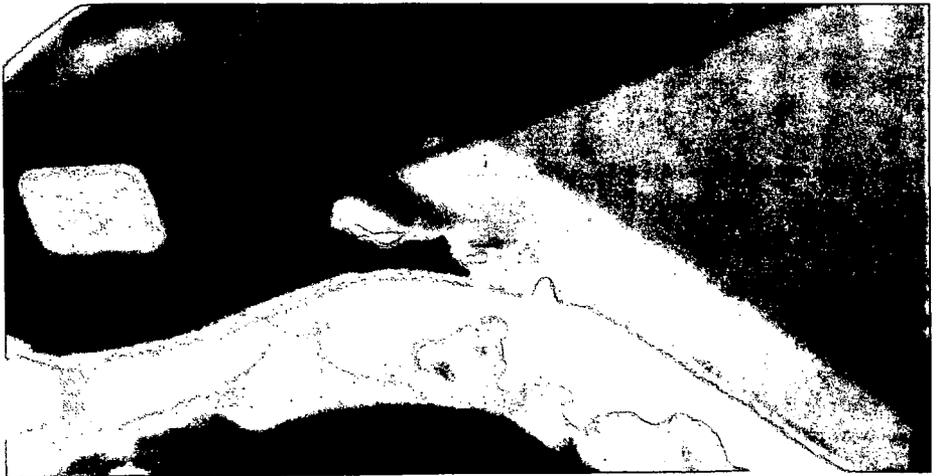
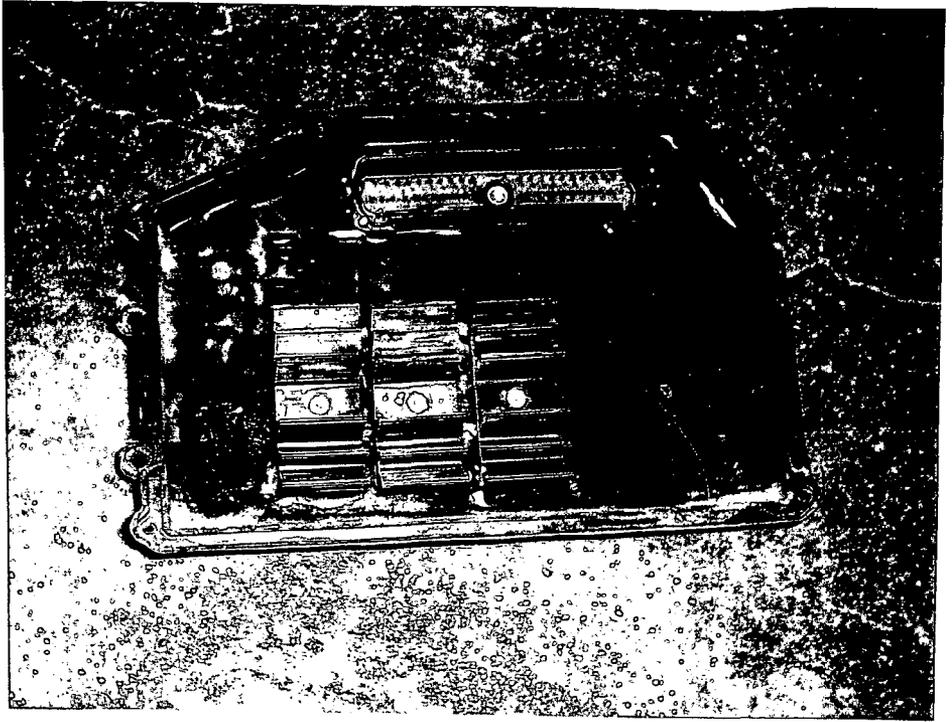
Authorized By \_\_\_\_\_

Date \_\_\_\_\_

Time ( **PS 9250** )



( PS 9251 )



PS 9252

# Remington®

September 24, 2007

Nathan Fieldson  
6925A Lalomi  
Glendale, AZ 85307

Subject: Model 710  
RE: Case #1571

Dear Mr. Fieldson,

We were sorry to learn of the unfortunate incident that you and Eric experienced with your Model 710 rifle. As I understand it, the rifle fired when Eric closed the bolt on a round, shooting a hole in your 1995 Jeep Grand Cherokee. You also notated that when you removed the bolt, the firing pin was sticking out on the bolt face. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm 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](mailto: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](http://www.remington.com)

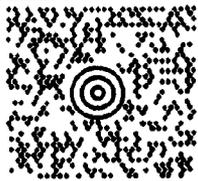
( PS 9253 )

NATHAN FIELDSON  
6925 A LALOMI  
GLENDALE AZ 85307

10 LBS  
RS

1 OF 1

SHIP TO:  
ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFLER AVE  
ILION NY 13357

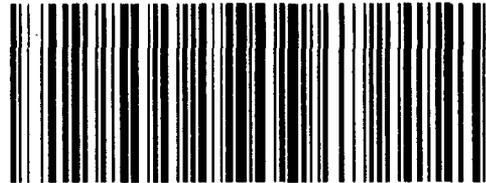


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6541 3015



BILLING: 3RD PARTY  
DESC: FIREARM  
RETURN SERVICE

REF 1: NATHAN FIELDSON/LW  
REF 2: REF#: 710

WS 9.0.49

LP2442 69.0A 07/2007



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 rules, conditions, terms and/or other rules apply to the extent permitted by the laws of the country of origin of the goods. For shipping pieces, call 1-800-757-7522.

{ PS 9254 }

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1245

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129874	5/30/2007	5/1/2007	6/5/2007				

Customer Information

Type	Business	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 W 304-526-5880

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cust does not feel safe w/ this firearm	Cause:4079 Other - Unexamined Concern:1040 Other - Firearms	Unknown	
C				

5/1/07-call from Fred Supry-Per Dale Wills, cust was called for deposition in Williams case. Based on his conversations with opposing attornies, he does not feel safe with these rifles. Previously evaluated on RE114509/ PS case 255 & RE114507/ PS case 256. Request for refund of these rifles. I called cust and left msg at his work number.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71063356	KW	5/28/2002 1:18:17 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

Returned for refund

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Remington/710/CF/BA	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Refund				350.00		6/5/2007	
Repair/Replacement Cost	Repair/Replacement Date						

Two rifles returned for refund - RE#: 129508 and 129874 6/5/07-refund issued.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		5/30/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4039	No Fault Found	Customer was deposed in a court case involving another Model 710 rifle and as a result he does not trust his rifles and returned them for a refund fls.
Barrel	Description		22 inch 3006 caliber M/710
	Date Code		KW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

( PS 9255 )

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	some brass shavings on bolt face
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
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		Model 710 safety arm
	Function	Slightly Worn; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
		Condition	Slightly Worn; Functioning
Pull		---Select---	5.5 lbs
Altered	Trigger	False	
Sub-Assembly		Other Remington	

PS 9256

# Remington®

May 2, 2007

129874

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

Laura,  
Both guns are now in.  
Please refund and close  
CASE 1244 & 1245.  
FLS

Subject: Model 710 Serial #71063356 & 71057285  
RE: Case #1245 & 1244

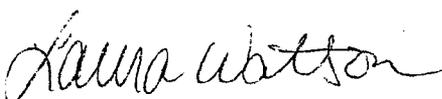
Dear Mr. Hunter,

We were sorry to learn that you are not satisfied with the Model 710 rifles. Although we did not find anything wrong with these, we will honor your request for a refund.

As we discussed, I have enclosed a prepaid shipping label for you to ship the firearm back to our factory so I can process your refund. 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. Please be sure to include a copy of the receipts.

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](mailto:laura.watson@remington.com)

RECEIVED  
JUN 04 2007

Case 1245

( PS 9257 )

# Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700  
Madison, NC 27025-0700

Parts/Repairs 800-243-9700  
Fax 336-548-7801

[www.remington.com](http://www.remington.com) [info@remington.com](mailto:info@remington.com)

## REPAIR DOCUMENT

## REPAIR DOCUMENT

<b>Repair Order Number</b> RE00114507	<b>Description/Serial Number</b> 71063356	<b>Date Received -</b> 7/12/2006
<b>Account # - R-</b>	<b>Model</b> 710 <b>Center Fire</b> <b>Caliber:</b> 30-06	<b>Estimate Date -</b>
		<b>Current Date -</b> 7/21/2006
<b>Customer</b> ROBERT A. HUNTER RT. 3 P.O. BOX 2105 WAYNE, WV 25570 US		<b>Return To</b> ROBERT A. HUNTER RT. 3 P.O. BOX 2105 WAYNE, WV 25570 US
<b>Phone (H)</b> (304)-272-9002		<b>Fax</b>
<b>Phone (W)</b>		<b>Email</b>

Reported	Problems Found
M992 FIRES WHEN BOLT IS CLOSED	M123 FORWARD TO PRODUCT SERVICE FC

**Technician's Comments**

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

Parts and Labor		Quantity	Warranty (Y/N)
<b>Part</b>			
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	Y
<b>Part Total:</b>		1	
<b>Service</b>			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000119	GR-TEST	1	Y
<b>Service Total:</b>		1	

PS 9258

Repair Inquiry

Repair Number: **RE00129874**    Serial: 71063356 / Model: 710 / Center Fire / Caliber: 30.06 SPRG / Produced: 05/28/2002    Repairman:    Status: New 5/30/2007 1:41:39 PM

**Address Information**

Customer:  Received from    Return to:  Received From

Name: **ROBERT HUNTER**    **ROBERT HUNTER**

Address 1: **RT 3 BOX 2105**    **RT 3 BOX 2105**

Address 2:    PO Box:    PO Box

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	
Date	User ID	Desc1	Desc2	<input type="checkbox"/> Shipping Hold	Current Status				
5/30/2007 1:37:0	valents	Repair Added		<input type="checkbox"/> Interface Hold	New				
5/30/2007 1:41:3	valents	Repair information change		<input type="checkbox"/> Estimate Sent	5/30/2007 1:41:39 PM				
5/31/2007 10:13	supryfl	Placed in Product Service Back Rack	Holding for return	<input type="checkbox"/> Parts Received	valents				
				<input type="checkbox"/> Passed Inspection	Check In				
				<input type="checkbox"/> Return As Received	Repair Location				
				<input type="checkbox"/> Has Been Approved	ILN				
				<input type="checkbox"/> Internal Repair	Current Location				
					ILN				
					Transfer Number				

Repair Search    Refresh    Close



# Remington®

1244

LAURA,

May 2, 2007

Holding until you have issued refund.

Fred 5/24/07

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

Subject: Model 710 Serial #71063356 & 71057285  
RE: Case #1245 & 1244

RECEIVED  
MAY 25 2007

Dear Mr. Hunter,

BY:.....

We were sorry to learn that you are not satisfied with the Model 710 rifles. Although we did not find anything wrong with these, we will honor your request for a refund.

As we discussed, I have enclosed a prepaid shipping label for you to ship the firearm back to our factory so I can process your refund. 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. Please be sure to include a copy of the receipts.

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](mailto:laura.watson@remington.com)

5/09 2:30 phone busy

5/30 \$3500 w/box

27' 5750

1845 11

Serial Number: **71057285**

Model: **710**



**RE00129508**



# Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700  
Madison, NC 27025-0700

Parts/Repairs 800-243-9700  
Fax 336-548-7801

[www.remington.com](http://www.remington.com) [info@remington.com](mailto:info@remington.com)

## REPAIR DOCUMENT

## REPAIR DOCUMENT

<b>Repair Order Number</b> RE00114507	<b>Description/Serial Number</b> 71063356	<b>Date Received -</b> 7/12/2006
<b>Account # - R-</b>	<b>Model</b> 710 Center Fire Caliber: 30-06	<b>Estimate Date -</b>
		<b>Current Date -</b> 7/21/2006
<b>Customer</b> ROBERT A. HUNTER RT. 3 P.O. BOX 2105 WAYNE, WV 25570 US		<b>Return To</b> ROBERT A. HUNTER RT. 3 P.O. BOX 2105 WAYNE, WV 25570 US
<b>Phone (H)</b> (304)-272-9002		<b>Fax</b>
<b>Phone (W)</b>		<b>Email</b>

### Problems

Reported		Found
M992 FIRES WHEN BOLT IS CLOSED		M123 FORWARD TO PRODUCT SERVICE FC

### Technician's Comments

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

### Parts and Labor

Material #	Material Description	Quantity	Warranty (Y/N)
<b>Part</b>			
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	Y
	<b>Part Total:</b>	1	
<b>Service</b>			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000119	GR-TEST	1	Y
	<b>Service Total:</b>	1	

710 57285 Received 5/23/2007

( PS 9263 )

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1827

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137763	12/5/2007	12/6/2007	12/8/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Craig	Jackson	1742 Winsor Blvd	Homewood	AL	35209		H 205-281-8286 E fcraigaa@sol.com

Incident Information

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

12/10/07-correspondence from repair-fires when you take safety off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPR	27410	71096924	BX	1/16/2003 6:39:34 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/1/2006	ACADEMY CORP		N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash	Reim. Date	Cash Date
				Settlement	APV	APV
Replace TA at discount						
	Repair/Replacement Cost	Repair/Replacement Date				

12/10/07-quote sent to replace TA at 1/2 normal charges.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

( PS 9264 )

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

( PS 9265 )

**Repair Inquiry**

Repair Number: **RE00137763** Serial: 71096924 Model 710 Center Fire Caliber: Repairman: Status: New 12/5/2007 2:51:25 PM  
 Verify Repair: 30 06 SFRG Produced: 01/16/2003

**Address Information**

Customer: Received From Return To: Received From  
 Name: CRAIG JACKSON CRAIG JACKSON  
 Address 1: 1742 WINSOR BLVD 1742 WINSOR BLVD  
 Address 2: PO Box: PO Box:  
 City: HOMEWOOD HOMEWOOD  
 State: AL Zip Code: 35209 Country: US State: AL Zip Code: 35209 Country: US

FFL: | | | | |

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
12/3/2007 9:34:4	skinnell	Repair Added		New
12/5/2007 2:51:2	valentds	Repair information change		12/5/2007 2:51:25 PM
12/5/2007 2:53:2	valentds	From: Check In	To:	valentds
12/6/2007 7:53:1	supryll	Returned to AS for repair	at special price	Product/Services
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

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

Repair Search Refresh Close

( PS 9266 )



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?
What were the services performed?
Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b> to:  <p style="text-align: center;"><b>REMINGTON ARMS CO., INC</b>   <b>ATTN: Arms Service Divison</b>  <b>14 Hoefler Ave</b>  <b>Ilion, NY 13357</b></p>
<p><b>⚠ 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.</b></p> <ul style="list-style-type: none"> <li>:: Record the serial number of your firearm before sending it.</li> <li>:: 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.)</li> <li>:: Remove all accessories from your firearm to prevent loss or damage.</li> <li>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</li> <li>:: Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b>. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</li> </ul> <p>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> <li>• Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please use a credit card on your gun)</li> <li>• Repairs over \$75.00 will require a written estimate detailing the nature of the repair, applicable taxes and a written estimate. Repairs can be paid by check, money order, credit card, or VISA). If you wish, you can expedite repairs over \$75.00 billed to your credit card.</li> </ul>

Serial Number:

**71096924**

Model: **710**



**RE00137763**

*Trig. set screws altered, no return on trigger, will follow down. Replace TPA, check over clean AT. 1/2 normal charges.*

*Quote*

( PS 9268

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 9269

Part	Sub-Part	Code	Comment
------	----------	------	---------

( PS 9270 )

Serial Number: 11213070

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		
Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/03/31	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: Iilon 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
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				
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	

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

789

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 140			
City, St Zip	Lot 71			
Home	Baytown, TX 77520			
Cell				
Work	713-748-9628			
Incident Information				
Personal Injury	<input checked="" type="checkbox"/>	Property Damage	<input type="checkbox"/>	Safety
			<input checked="" type="checkbox"/>	Concern
			<input type="checkbox"/>	<input type="checkbox"/>
Nature of Injury:	thumb cut			
Medical Treatment:	NO			
Claim:				
Incident:	Fired on safe release			
				600-815305
				AMS ✓
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

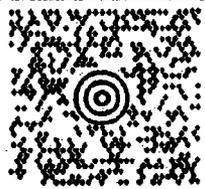
Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

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 6.0.16 UPS Thermal 2 60.1A 18/2006



International Shipping Fees - Certain countries may be subject to the same or other conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") under the Convention on the Control of the International Carriage of Goods by Road (the "CMR Convention"), these conventions, including or otherwise with respect to the U.S., in accordance with the Federal Administration Regulations. Domestic shipping to U.S. territories. For more information, call 1-800-752-7522. United Parcel Service, Louisville, KY

( PS 9274 )

**Craddock, Amanda**

4XX596 DEC 05, 2006 ALL CURR USD 1 OF 1  
 SERVICE GNDCOM ACT WT 10.0 LBS LP  
 TRACKING# 124XX5969066360053  
 REF 1: TESSIA MCNICHOLS/LW  
 REF 2:

**From:** Watson, Laura M.  
**Sent:** Tuesday, December 05, 2006 10:27 AM  
**To:** Media Coordinator Schedule  
**Subject:** ARS requests

HANDLING CHARGE 0.00  
 SINGLE-PIECE REF RATE CHRG: 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



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	<input type="checkbox"/> WILL MAIL <input checked="" type="checkbox"/> 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 9275 )

12/5/2006

Serial Number: 11413010

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		
Date	Code Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/03/31	SHIP OHL	ACADEMY CORP	77449	0081171675	richmondgm	57410P-HG

FEL: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 Del	NoteNbr	HoldStatus
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				
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 Del	NoteNbr	HoldStatus
Shipped	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



# 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

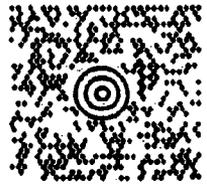
Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

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

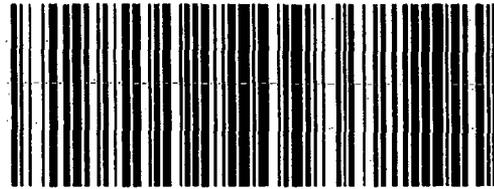


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6636 0053



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

REF 1: TESSIA MCNICHOLS/LW

UOM 8.0.16 UPS Thermal 2 50.1A 10/2006



International Shipping Notice - Consignee/recipient may be subject to the same packing to factory and other same order conditions established by the Consignee for the Unification of Customs Rules leading to International Carriage by Air (the "Warsaw Convention") under the Commission on the Contract for the International Carriage of Goods by Road (the "CMR Convention"), these conditions, liability or otherwise will apply from the U.S. in accordance with the Special Administration Regulations, Universal Carriage in U.S. for purchase, transportation, and other terms and conditions. United Parcel Service, Louisville, KY

( PS 9279 )

**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 GND COM ACT WT 10.0 LBS LP  
 TRACKING# 1Z4XX5969068360053  
 REF 1: TESSIA MCNICHOLS/LW  
 REF 2:  
 HANDLING CHARGE 0.00  
 SINGLE-PIECE REF RATE CHRG: 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



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 9280

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1622

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134729	10/8/2007	10/9/2007	10/15/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robin	Witham	1882 US Hwy 1	Cary Plt	ME	04471		H 207-538-6318

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S	fired w/ safety on Concern:1028 Fired With Safe ON			
C				

10/15/07-correspondence from repair-cust slipped while hunting. Came down on butt of gun and the gun went off. cust does not feel comfortable w/ gun and would like something else. No injuries, just shaken up.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7MM REM MA	27412	71228383	KZ	5/27/2005 12:33:47 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/1/2006	WAL-MART DC 6003R-REGULAR		Y			

CONCERN:FIRES WITH SAFETY ON

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/ M/700 27343						
	Repair/Replacement Cost	Repair/Replacement Date				
	230	10/15/2007				

10/15/07-cust ok w/ 27343 M/700 SPS DM.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/9/2007
	Product Type		RF

	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	TRIGGER PLATE BROKEN CAUSING FOLLOW DOWNS
Barrel	Description		24" 7MM REM MAG
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	PLATE BROKEN
	Pull	---Select---	N/A FOLLOWS DOWN
	Altered	False	
	Sub-Assembly	Other Remington	



CUSTOMER REQUEST  
EXCHANGE

1622

RZ S/05  
21"

# Remington



## Factory Repair Instructions

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

Model Number: <b>710</b>	Serial Number: <b>71228383</b>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <b>Robin A. Witham</b>	Date of Purchase: <b>12/01/06</b>
Address (no PO Boxes): <b>1882 U.S. Hwy. 1</b>	
City: <b>Cary P.L.T.</b>	State: <b>Maine</b> Zip: <b>04471</b>
Phone (Daytime): <b>207-588-6318</b>	Fax: <b>207-521-0397</b>
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: <b>Rifle fired with safety on, also bolt didn't seem to work very well.</b>	

Serial Number:

**71228383**

**1779**

Model: **710**



**RE00134729**

Type:	<b>TRIP housing broken causing pin-pin to go down.</b>
Powder Weight:	<b>LAURA CONTACT customer to determine what gun exchange we can offer.</b>
Primer Used:	
Reloader Used:	

Bullet Type/Shot Size:	
<b>Firearms Care (Cleaning and Lubrication):</b>	
Brand of cleaning solution used:	<b>Remington</b>
How often do you clean the bore? (Months or Number of rounds)	<b>1<sup>st</sup> time fired 1 Mo. ago with in this</b>
How often do you clean the action? (Months or Number of rounds)	<b>Time Maybe 25 rounds fired</b>
How often do you clean the trigger assembly? (Months or Number of rounds)	<b>Rifle has been stored in a</b>
<b>Gun Safe Checked Monthly and light ly oiled as needed</b>	
Brand of lubricant used:	<b>Remington</b>

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>None</i>
What were the services performed? <i>None</i>
<b>Ship your INSURED firearm by either UPS or Parcel Post to:</b>
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Divison</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>
<p><b>Ⓢ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.</b></p> <ul style="list-style-type: none"> <li>:: Record the serial number of your firearm before sending it.</li> <li>:: 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.)</li> <li>:: Remove all accessories from your firearm to prevent loss or damage.</li> <li>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</li> <li>:: 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.</li> </ul> <p>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> <li>:: 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)</li> <li>:: 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.</li> </ul>



TO: Remington Arms Service Manager

Remington guns have been in my family for many years. We have always felt safe and confident about their performance and accuracy. My father has shot over 200 deer with his. We are a large family of hunters. I am now 49 yrs. old and have been hunting since I was 8 yrs. old. I am also a U.S. Army Vet. and have never had the scare that this gun gave me. No matter what a weapon should not go off with the safety on. This is what happened. As I was walking in the woods I slipped on a tree root. As I slipped I



Came down on the butt of the gun. The gun then went off, firing right by my face. That's when I realized the scare of how fast life can be over. This is also why I don't feel that I could ever be comfortable with this gun again, no matter what is done with it. I ask PLEASE exchange this gun for a different model. Something I can once again feel confident and safe with. I also realize there would be a price difference, I'll pay it. Just restore my confidence in a fine Remington rifle. To call and speak with me if needed. (207) 538-6318  
Thank you for your concern  
Robin Witham

PS 9287

TNT 0288-971

# WAL\*MART

ALWAYS LOW PRICES.

*Always.*

WE SELL FOR LESS  
MANAGER JOHN BILLINGS  
( 207 ) 532 - 2181

ST# 1974	OP# 00001410	TE# 22	TR# 04749
BAKEWARE SET	007675362625		19.86 X
PACK	002096849277		11.00 T
PRYREX SET	007116000195		18.97 X
WORKSHOP PAK	005026729537		4.97 X
HOUSE PACK	005026729533		4.97 X
POUCH	002096850498		5.00 T
L/S TSHIRT	068001380234		5.00 T
CARGO PANT	083391900752		15.00 T
CARGO PANT	083391900754		17.00 T
STIC MUG HK	005026721072		2.24 X
RENINGTON	004770027412		299.87 X

	SUBTOTAL	403.88
TAX 1	5.000 %	20.19
	TOTAL	424.07
	VISA TEND	424.07

ACCOUNT #1185  
 APPROVAL #07166A  
 TRANS ID -0166335707468728  
 VALIDATION -ZN7G  
 PAYMENT SERVICE - E  
 CHANGE DUE 0.00

## # ITEMS SOLD 11

TC# 0710 4802 5204 0355 8460 7



*Yonne Witham*

It's Rollback Season.  
10,000 ways to save.  
12/01/06 14:39:28

\*\*\*CUSTOMER COPY\*\*\*

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1763

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/14/2007		11/7/2007			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Clyde	Woodby	7820 Ebenezer Church Rd	Raleigh	NC	27612		H 919-524-0558

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot truck	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1028 Fired With Safe ON			
C				

11/14/07-cust has had problems with the clip and feeding in the past. we sent him a new stock. He went hunting last weekend, gun jammed. He was standing beside the truck ejecting the round and the gun went off with the safety on. Shot through the back floorboard of truck and hit the return line of the gas tank. Cust claims gun was on safe.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270Win	27408	71123621		6/22/2003 10:25:14 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS		Y			

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				

11/15/07-sending box, ars, &amp; ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

( PS 9288 )

1763

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/14/07	11/7/07			
Customer Information				
	Reporter (Age )		Incident (Age )	
Name	Claude Wardhu			
Address	7820 Fairview Church Rd			
City, St Zip	Raleigh, NC 27612			
Home	919-524-0558			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: prob w/ clip. sent new clip				
went hunting this weekend - wed 11/7/07				
gun jammed				
electrical cabinet, set round off				
part of wood board of truck				
return line of gun frame				
wood seat, fiber board				
gun on safe.				
box-✓				
AKS-✓				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
REM	P/A	710 / 270	71123621	2003
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Manufacturer		Caliber/ Gauge		Factory or Reloads
Bullet type		Bullet wt.		Lot #
Additional Ammo Info:				
Other Products Information				

# Remington®

November 15, 2007

Clyde Woodby  
7820 Ebenezer Church Rd.  
Raleigh, NC 27612

Subject: Model 710 Serial #71123621  
RE: Case #1763

Dear Mr. Woodby,

We were sorry to learn about the accidental discharge that you experienced with your Model 710. I understand this was very frightening for you and we are certainly glad that no one was injured.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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

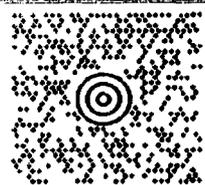
Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

CLYDE WOODBY  
7820 EBENEZER CHURCH RD  
RALEIGH NC 27612

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 6656 6671



BILLING: 3RD PARTY  
DESC: FIREARM  
RETURN SERVICE

REF 1: CLYDE WOODBY/LW  
REF 2: ATTN: SERVICE DEPT/REF# 71123621

US S. O. 49

LP2844 69.0A 07/2007



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 Limitation of Certain Interests 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 conventions, technology or software were produced from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping terms, visit 1-800-100-7760. United Parcel Service of America, Inc.

PS 9291