

Remington Arms Co., Inc.
Product Service
Legal Case #:2680

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
152636 - 152649	10/4/2008	9/10/2008	10/10/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jesse	Chambers	1904 Pickwick Circle	Irving	TX	75060		H 469-878-1067 <i>jesse chambers 1@hotmail.com</i>

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI brother shot his own foot	Cause:4079 Other-Unexamined <i>Could Not Duplicate</i>			
PD 2 accidental firing incidents	Concern:1005 Unexplained Discharge Safe ON		U	

9/10/08 Mr. Chambers and his brother's 710 rifles have both fired without pulling the trigger. His brother shot himself in the foot. He had it pointed down and it went off. Never reloads. Stores guns in attic.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71170096	KY	5/26/2004 8:07:03 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	Bass Pro	SCOPE,BASE,RINGS	Y			

CONCERN:WENT OFF WHILE YOUNG SON HOLDING,INJURY

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71123836	PX	6/25/2003 2:33:11 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSHMAN S SPORTING GOODS I	SCOPE,BASE,RINGS	Y			

CONCERN:ACCIDENTAL DISCHARGE

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
replacing with 700 SPS 30-06 and .270						
	Repair/Replacement Cost	Repair/Replacement Date				
	397	10/10/2008				

9/10/08 Sent 2 boxes and 2 ARS labels.cm 10/6/2008 Placed in PS Back Rack holding for disposition. Could not duplicate any

accidental discharge, customer requesting new guns fls. 10/10/08 Spoke with Jesse, he and his brother want one .270 and one 30-06 700 SPS, #27361 & 27363.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/6/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KY
	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	METAL RUSTED
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	RUSTED
	Bulged	False	
Safety	Description		CROSS BOLT SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIGGER RUSTY
	Pull	---Select---	4#

	Altered	False
	Sub-Assembly	Other Remington

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/6/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PX
	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	RUSTY
	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	METAL RUSTED
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	RUSTY
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
		Condition	Like new; Functioning
Pull	Trigger	---Select---	4#
Altered		False	
Sub-Assembly		Other Remington	

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00152649** Serial: 71123836 Model: 710 Center Fire Caliber: 270 WIN Produced: 06/25/2003 Repairman: Status: Closed 10/6/2008 8:19:06 AM

Verify Repair

Address Information

Customer: Received From Return To Received From

Name: **JESSEE CHAMBERS** **JESSEE CHAMBERS**

Address 1: **1904 PICKWICK CIRCLE** **1904 PICKWICK CIRCLE**

Address 2: **PO Box** **PO Box**

City: **IRVING** **IRVING**

State: **TX** Zip Code: **75060** Country: **US** State: **TX** Zip Code: **75060** Country: **US**

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
10/3/2008 12:36	New	Valentids	Repair Added		<input type="checkbox"/>	Closed
10/3/2008 12:38	Expedite	Valentids	From: Check In	To:	<input type="checkbox"/>	10/6/2008 8:19:06 AM
10/3/2008 12:40	Expedite	Valentids	From: Product Services	To:	<input type="checkbox"/>	supryll
10/6/2008 8:18:3	Comment	supryll	Placed in PS Back Rack		<input type="checkbox"/>	Product Services
10/6/2008 8:19:0	Closed	supryll	Holding for disposition		<input type="checkbox"/>	Repair Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Current Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Transfer Number
					<input type="checkbox"/>	

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

supryll 10/6/2008 8:24 AM CAPS NUM JNS SCPL

start Inbox - Microsoft Outlook Microsoft Excel Microsoft Excel - PS Arms Services Repair Closed Cases - Micro 8:24 AM

RECEIVE
OCT 07 2008
 27363 700 SPS 30-06 SY
 \$198

Remington®

2680

2211
P x 6/03
4#

September 11, 2008

Jesse Chambers
1904 Pickwick Circle
Irving, TX 75060

Serial Number: 71123836

Model 710



RE00152649

Subject: #2680, Model 710's

Dear Mr. Chambers,

I am sorry to learn about the unfortunate incident you and your brother experienced with the Model 710 rifles. I will call you after inspection of the rifles. I appreciate your patience.

As we discussed, I have enclosed two prepaid UPS shipping label for you to ship the firearm back to our factory for examination. **I have also included two copies of this letter to put inside the shipping boxes. 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. On the ends of the box, write, "Supry" as this firearm will be inspected by Fred Supry.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep your family loyal Remington customers.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8684

E-mail: christy.mitchell@remington.com

could not duplicate concern.
replace TPA, check oven, clean
at H/C.

#23045

Remington

Factory Repair Instructions

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

Model Number: 710		Serial Number: 71123836	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jesse Thomas Chambers Jr.		Date of Purchase: about 3 years ago	
Address (no PO Boxes): 1904 Pickwick Circle			
City: Irving		State: TX	Zip: 75060
Phone (Daytime): 972-998-6186		Fax:	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: we have a 270 model "710" and this gun was the most recent accident. About mid november my son Josh was hunting with his older brother Jesse. Josh reached to pull the gun in and was holding the gun with 2 hands around the stock just in above the scope when he sat it down as soon as the butt hit the ground it went off. Jesse who is 20 checked and			
Ammunition Information: Manufacturer: Winchester Type: Supreme Accu-Bond Other (i.e. bullet weight/type, shot size, powder): 1640 grain			
Handload Information: Powder Used: Powder Weight: Case/Hull Used: Primer Used: Bullet Type/Shot Size: Reloader Used:			
Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Remington How often do you clean the bore? (Months or Number of rounds) before deer season How often do you clean the action? (Months or Number of rounds) Every couple months How often do you clean the trigger assembly? (Months or Number of rounds) Once a year Brand of lubricant used: Remington			

the
gun.
still on
safety
and
the
trigger
was
never
touch

How often do you lubricate the bore? (Months or Number of rounds)	once a year
How often do you lubricate the action? (Months or Number of rounds)	once a year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once a year
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: I don't feel comfortable handling with these tools anymore too many accidents have happened.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? never	
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	
<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. :: 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. </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) :: 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>	


2680

+

4#
22"
1/4 5/0"

September 11, 2008

Jesse Chambers
1904 Pickwick Circle
Irving, TX 75060

Serial Number: **71170096**
Model: **710**

RE00152636

Subject: #2680, Model 710's

Dear Mr. Chambers,

I am sorry to learn about the unfortunate incident you and your brother experienced with the Model 710 rifles. I will call you after inspection of the rifles. I appreciate your patience.

As we discussed, I have enclosed two prepaid UPS shipping label for you to ship the firearm back to our factory for examination. **I have also included two copies of this letter to put inside the shipping boxes. 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. On the ends of the box, write, "Supry" as this firearm will be inspected by Fred Supry.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep your family loyal Remington customers.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

Remington

Factory Repair Instructions

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

Model Number: 710		Serial Number: 71170096	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jesse Thomas Chambers Jr.		Date of Purchase: about 4 years ago	
Address (no PO Boxes): 1904 Pickwick Ave			
City: Irving		State: TX	Zip: 75060
Phone (Daytime): 972-492-6186		Fax:	
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
This was the bad accident. My oldest son Jesse had his youngest brother Jake with him on a morning hunt about 2 seasons ago (2 years). He asked Jake to hold the gun so Jesse could pee. He was 14 but was taught very rationally about guns. The gun went off out of nowhere hitting Jake in the center of his foot. The safety or trigger was never once touched. My children know the			
Ammunition Information:			
Manufacturer: Winchester		Type: Supreme Action-Bond	
Other (i.e. bullet weight/type, shot size, powder): 140 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: D.E. Cross			
How often do you clean the bore? (Months or Number of rounds) Once a year			
How often do you clean the action? (Months or Number of rounds) once a year			
How often do you clean the trigger assembly? (Months or Number of rounds) once a year			
Brand of lubricant used: many different ones			

safe
of guns
and I
know
these
accidents
were no
where
fault.
I don't
want
these
guns
here if
needs
be done
Tom
Chambers

How often do you lubricate the bore? (Months or Number of rounds)	once a year
How often do you lubricate the action? (Months or Number of rounds)	once a year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once a year
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: I really would like new guns. If that's a problem I need a list of what can be done.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? Never	
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	
<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. :: 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. </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) :: 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>	