

Remington Arms Co., Inc.
Product Service
Legal Case #:3328

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
162664	2/24/2009	3/16/2009					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard L.	Moore	691 Reese Drive	Danville	VA	24540		H 434-203-0956 F 434-836-6883 E Rich@mooreinsuranceagency.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in roof of the shooting shelter	Cause:4038 Could Not Duplicate Concern		Unknown
S		Concern:1020 Fired on Bolt Opening		
C				

Sighting gun in & after the 4th shot the gun started to malfunction. The gun delay fired once. Then the next round did not fire at all. When he went to remove the round, the gun fired & shot a hole in the roof of the shooting shelter. He paid out of his pocket to repair the damages. Feels the gun is a liability and safety hazard. He spoke with someone at Remington & was told that he could get another model. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7MM REM MA	27412	71313697	OA	7/12/2006 11:58:47 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/2/2008	WAL-MART SUPERCENTER 5191	SCOPE,RINGS,BASE	Y			

CONCERN:DELAY FIRED ONCE - PROPERTY DAMAGE

Handwritten notes:
27.97 - 9.97
38.86 - 10.41
41.84 - 10.71
29484, 29018, 27918
7mm Ultra Mag
Wants 84152 + bpx each of Ultra mag
Elijah said hed send him the Ultra Mag.

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

Examination[Remington/CF/BA]

Handwritten note: 3/23 Left message to call re. m

Part	Sub-Part	Code	Comment
Examination	Examiner	Burriss Disc coupon	B.TRAVIS
	Exam Date		3/16/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		OA
	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	
	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	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

3328

OAG/06
24"
5#



Factory Repair Form

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

Model Number: 710		Serial Number: 71313697	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Richard L. Moore		Date of Purchase: 11/02/2008	
Address (no PO Boxes): 691 Reese Drive			
City: Danville		State: VA	Zip: 24540
Phone (Daytime): 434-203-0956		Fax: 434-836-6883	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) Rich@mooreinsuranceagency.net			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Upon getting gun, I went to the target range attempting to sight it in. After the 4th shot the gun started to malfunction. The gun delay fired once. I thought it could be a bad round so I tried another. This time it did not fire at all-but when I went to remove the bullet,it fired and in doing so shot a hole in the roof of the shooting shelter-fortunately no one was injured. I have already paid out of my pocket to repair the damages. I feel this firearm is a liability issue & safety hazzard - Un happy with 710 model. I spoke with someone at Remington in November about gun, but had a death in family and had delay in sending. She stated probably would replace with different model-please call me to discuss. Thankyou for your help in this matter.			
0 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core Lok	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primc. Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Rem Oil			
How often do you clean the bore? (Months or Number of rounds) have not shot enough			
How often do you clean the action? (Months or Number of rounds) n/a			
How often do you clean the trigger assembly? (Months or Number of rounds) n/a			
Brand of lubricant used:			
How often do you lubricate the bore? (Months or Number of rounds) n/a			
How often do you lubricate the action? (Months or Number of rounds) n/a			

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

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

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

What were the services performed?)

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

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

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

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

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

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Serial Number: **71313697**

could not duplicate concern

Model: **710**



RE00162664