

Remington Arms Co., Inc.
Product Service
Legal Case #:4053

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
183318	12/15/2009	12/1/2009	12/29/2009	11/25/2009			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Evans	5134 Grand Hickory Rd.	Van Buren	AR	72956		C 479-353-0080 E davidee@cox.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Hole in transmission of truck	Cause:4007	Subject to "Trick" Condition	Unknown
S	Concern:1028	Fired With Safe ON		
C				

12/1/09 customer called - Had gun beside him & chambered round. Had gun on safety & it went off as truck was moving. He was inside the truck & the bullet went through the transmission. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71132338	WX	8/17/2003 5:03:23 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	SCOPE BASE	Y			

CONCERN:WENT OFF ON SAFETY

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 #84402, 700 XHR .270						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$257.00	12/29/2009				

12/1/09: Sending ARS and letter - box order # 1056380. dmf 12/18/09: Per Fred S. - Subject to "trick" condition. 12/18/09: I called customer & offered 27011 - M/700 CDL, 270 or 84402 - M/700 XHR, 270. He will call back w/decision. He did not discuss his transmission. dmf 12/29/09 Tackle Box in Fort Smith agreed to transfer, \$35 fee. Emailed that info to David Evans.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/16/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4007	Subject to "Trick" Condition	Put the safety in the "null" position (about 1/2 way through the normal stroke) then pull and release the trigger a couple times. Next, push the safety from the null position to the ready to fire position. In this case the rifle released the firing p
Barrel	Description		22" 270 WIN
	Date Code		WX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	BOLT HEAD CHIPPED
	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	ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

Mitchell, Christy

From: Smith, Terry
Sent: Monday, December 21, 2009 3:34 PM
To: Mitchell, Christy
Subject: RE: Do you have an FFL on file for

\$35.00

Yes, I do have that on file.

The street address is:

3001 S. Zero St.

FFL – 5-71-131-01-1J-00555

EXP – 9/1/2011

Thanks!

Terry

Terry C. Smith

Remington Arms Company, Inc.

870 Remington Drive

P. O. Box 700

Madison, NC 27025-0700

☎ voice: 336.548.8556

☎ fax: 336.548.8742

✉ email: terry.smith@remington.com

🌐 web: www.remington.com

"Thoughts lead on to purposes; purposes go forth in action; actions form habits; habits decide character; and character fixes our destiny."

\$659 RSP

From: Mitchell, Christy
Sent: Monday, December 21, 2009 2:55 PM
To: Smith, Terry
Subject: FW: Do you have an FFL on file for

From: Mitchell, Christy
Sent: Monday, December 21, 2009 2:53 PM
To: Slagle, Pat
Subject: Do you have an FFL on file for

Tackle Box

☆☆☆☆☆ Not Rated | Write a Review

3001 Zero Street, Fort Smith, AR 72901 zip code

<http://www.tackleboxoutdoors.com>

Christy Mitchell
Remington Arms, Inc
Consumer Affairs and Field Armorer School Administrator

12/21/2009

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: **RE00183318** Serial: 71132338 Model 710 Center Fire Caliber: 270 WIN Produced: 08/17/2003 Repairman: Status: **Parked 12/16/2009 9:39:51 AM**

Verify Repair

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **DAVID EVANS** **DAVID EVANS**

Address 1: **5134 GRAND HICKORY RD** **5134 GRAND HICKORY RD**

Address 2: PO Box: PO Box:

City: **VAN BUREN** **VAN BUREN**

State: **AR** Zip Code: **72956** Country: **US** State: **AR** Zip Code: **72956** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
12/15/2009 1:12	New	thomaspe	Repair Added	<input type="checkbox"/> Shipping Hold Parked
12/15/2009 1:13	Expedite	thomaspe	From: Check In	<input type="checkbox"/> InterFace Hold 12/16/2009 9:39:51 AM
12/16/2009 9:39	Maint	Travisbw	Repair Maintenance	<input type="checkbox"/> Estimate Sent Travisbw
12/16/2009 9:39	ParkedExternal	Travisbw	Placed in PS Back Rack	<input type="checkbox"/> Parts Received Product Services
				<input type="checkbox"/> Passed Inspection Repair Location
				<input type="checkbox"/> Return As Received ILN
				<input type="checkbox"/> Has been Approved Current Location
				<input type="checkbox"/> Internal Repair ILN
				Transfer Number

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

suprvll 12/16/2009 11:53 AM C:\PS NUM INS

start InBox Microsoft Arms Services Re... Part Search by M... Microsoft Excel Outlook Express

Explanation of subject to truck condition
is in the cause section of our exam data.

FREO 12/16/09

RECEIVED
DEC 17 2009

BY:

WX 8/03
22"
5#

4053
X COPY

November 30, 2009

David Evans
5134 Grand Hickory Rd.
Van Buren, AR 72956

Subject: #4053, Model 710, Serial # 71132338

Dear Mr. Evans,

I am sorry to learn about the issue experienced with your Model 710 rifle. Enclosed is a prepaid UPS shipping label to cover shipment of your rifle to our factory for evaluation. **Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the boxes with the name "Supry".** Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience this has caused and I hope that this action will keep you as a loyal Remington customer.

Sincerely,

Dell Marie Fulcher
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 118686
Fax: 336-548-7872
E-mail: dell.fulcher@remington.com

Serial Number: 71132338

Model: 710



RE00183318

on Live • P.O. BOX 700 • Madison, NC 27025
www.remington.com



Factory Repair Form

[Return to Previous Page](#)

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

Model Number: 710		Serial Number: 71132338	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: David Evans		Date of Purchase: 3 2003 ?	
Address (no PO Boxes): 5134 Grand hickory Rd			
City: Van Buren		State: AR	Zip: 72956
Phone (Daytime): 479-353-0080		Fax: -----	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Davidee@cox.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: The gun went off on safety!! it was in the center of my truck with the safety on and nobody touching it the only thing it could have been was the shaking of the truck driving through the field. I have pulled the trigger with it on safety and a empty chamber and the pin did not release. It did however release the pin once when switching from safe to fire with out touching the trigger. I am very upset about this i can't see any reason with out pulling the gun apart why this happend.			
15 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Cor-lokt	
Other (i.e. bullet weight/type, shot size, powder): 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: Hoppes 9			
How often do you clean the bore? (Months or Number of rounds) 4 to 6 rounds			
How often do you clean the action? (Months or Number of rounds) 4 to 6 rounds			
How often do you clean the trigger assembly? (Months or Number of rounds) once since owned			
Brand of lubricant used: remington			
How often do you lubricate the bore? (Months or Number of rounds) 4 to 6 rounds			
How often do you lubricate the action? (Months or Number of rounds) 4 to 6 rounds			

How often do you lubricate the trigger assembly? (Months or Number of rounds) once
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
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 Avenue Ilion, NY 13357
<p>(i)</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.</p>





www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/1/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	xxxxxxx
DESCRIPTION: Ref# 4053 S# 71132338			

LABEL INFORMATION

MAIL LABEL TO:	David Evans 5134 Grand Hickory Rd. Van Buren, AR 72956
RETURN ITEM TO:	Remington Attn: Fred Supry Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 DEC 1, 2009 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067218189
REF 1: DAVID EVANS/DMF
REF 2: REF# 4053/71132338

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.83 PUB+HANDLING 8.83