Unknown

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 Medical Treatment Status

ΡI

PD Hole in transmission of truck Cause:4007 Subject to "Trick" Condition

Concern: 1028 Fired With Safe ON

S 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

WAL-MART DC 6003R
SCOPE

Accessories

WAL-MART DC 6003R-REGULAR BASE Y

CONCERN: WENT OFF ON SAFETY

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

Remington/710/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Date Date APV APV

replacing with #84402, 700 XHR .270

Repair/Replacement Repair/Replacement Cost 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]

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4053&Type=Case

12/29/2009

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
!I I	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
	Description		22" 270 WIN
	Date Code		WX
	Bore Plugged	False	
	Bulged	False	
Barrel	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Condition	Select	
Magazine	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	
ACCOUNTS	Bulged	False	
			1

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4053&Type=Case

	Description	]	STANDARD M/710 SAFETY
<u> </u>	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	Select	N/A
	Notch	Like new; Functioning	
		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 .....

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

島 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."

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

论论论论Not Rated | Write a Review 3001 Zero Street, Fort Smith, AR 72901 zip code http://www.tackleboxoutdoors.com

**Christy Mitchell** 

Remington Arms, Inc

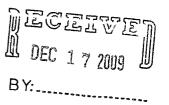
Consumer Affairs and Field Armorer School Administrator

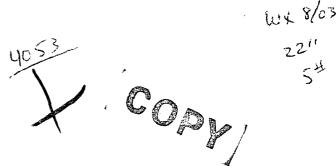
12/21/2009

\$35.00

P Arms Services Repair & Estimate Syst			
ile Add Repair Estimate Repair Expedite Repair Inqu Repair Inquiry	iry Repair Tools CSR Tools Reports Table Main	zinance System Maintenance Help	
Repair Number   RE00183318	710 Center Fire Caliber: Repairment 772003 Status: Parked 12/16/200	9 9.39.51 AM	
Address Information Custome: Received Fro	om Return Fo: CRes	beived From	
Address 1 5134 GRAND HICKORY RD Address 2 PO Box	5134 GRAND HICKORY RD PO Box		
Çıly NAN BUREN Stale (AR Zip Code: 172556 Country: [US	VAN BUREN State: AR Zip Code: 172956 Country	US A CONTRACT OF THE CONTRACT	
Contact / Condition Problems	Estimate History / Status Ship	ping / Billing	
Date   Code   User ID   Desc1   12/15/2009 1:12   New   thomaspe   Repair A   12/15/2009 1:13   Expedite   thomaspe   From: Ch	Control Contro	Parked DD9 9:39:51 AM ravisbw	
	Aaintenance Estimate Serk Prod in PS Back Rack Parts Received Rep	uct Services air Location ILIN	
<b>1</b>	☐ Return As Received Curr ☐ Has been Approved ☐	ert Location ILN sfer Number	
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Explaination of subject to trick condition is in the cause section of our exam data. TREO 12/16/09





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: <u>dell.fulcher@remington.com</u>



on Drive • r.o. pox 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?: ✓ YES NO						
Name: David Evans Date of Purchase: 3 2003 ?						
Address (no PO Boxes): 5134 Grand hickory Rd						
City: Van Buren	State: AR	<b>Zip:</b> 72956				
Phone (Daytime): 479-353-0080	Fax:					
E-mail Address:(if e-mail address is provided, notification sent) Davidee@cox.net	E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) Davidee@cox.net					
E-mail Address:    would like to receive future e-mail updates from Remi	ington.					
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:	p					
Manufacturer: Remington Type: Cor-lokt						
Other (i.e. bullet weight/type, shot size, powder): 150 Grain						
Handload Information:	<b>F</b>					
owder Used: Powder Weight:						
Case/Hull Used:	Primer Used:					
ullet 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?

YES 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

 $(\underline{\mathbb{I}})$ 

:: 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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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 SERVICE GNDCOM ACT WT 10.0 LBS 1 OF 1 TRACKING# 1Z4XX5969067218189 REF 1:DAVID EVANS/DMF REF 2 REF# 4053/71132338 HANDLING CHARGE 0.00 SVC T/P USD SINGLE-PIECE PUB RATE CHRGS: RS 0.50 0.00 DV 0.00 DC 0.00 COD SD 0.00 0.00 DGD SP 0.00 8.83 0.00 AH 0.00 PUB+HANDLING TOT PUB CHG 8.83