

Remington Arms Co., Inc.

Product Service

Legal Case #:5307

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212215	12/3/2010	12/6/2010	12/6/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	JR's Guns & Ammo		JR's Guns & Amm	1594 Natural Bridge Rd	Waynesboro	TN	38485		W 931-722-3788

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in floorboard of truck	Cause:4038	Could Not Duplicate Concern	Unknown
S	Fired when unbolting to unload	Concern:1020	Fired on Bolt Opening	
C				

12/19/10 Per note with rifle, it fired when unbolting it to unload. He shot a hole in the floorboard of his truck.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/243 WIN	27429	71306392	PA	6/1/2006 2:17:05 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS, LLC	SCOPE,RINGS,BASE	N			

CONCERN:WENT OFF WHILE UNBOLTING. SHOT HOLE IN TRUCK FLOOR

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
Per Ilion, could not duplicate concern. Will replace TPA, test as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
		12/22/2010				

12/19/10 Could not duplicate concern. Trig assm performing as designed.cm 12/22/10 Spoke with dealer and we will replace the trigger with the XMark Pro and test it to restore confidence.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	12/6/2010
	Product Type	RF
	Action Type	A
	Assigned To	T.NAGLE
Cause	4038	Could Not Duplicate Concern
Barrel	Description	20" 243 WIN
	Date Code	PA
	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	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	Non-ISS
Sear	Lift	---Select---
	Notch	Like new; Functioning
	Tests	Test Fired
Feeding Test		False
Trigger	Condition	Like new; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	Other Remington

J.R.'s Guns & Ammo
1594 B Natural Bridge Rd.
Waynesboro, Tennessee

38485

Phone 931-722-3788

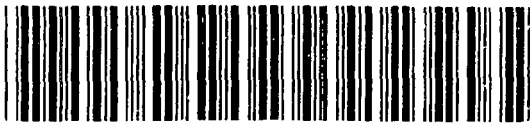
Dear Sirs:

I had a customer bring
This gun in to me. He said
it went off when he un-bolted
it to remove the cartridge.
He shot a hole in his floor
board of his truck. This gun
is his son's deer rifle. He
was very disturbed about this.
I called Remington and they
told me to send it in

Thanks
James Ray Hutton

71306392

Model: 710



RE00212215

Number of rounds)

Number of rounds)

Number of rounds)

Web site or in our owners manual?

Authorized repairman/gunsmith?

NC

on

IN THE SAME BOX WITH THE
ST-SEND SPENT SHELLS PLEASE
(ZIP CODE), TELEPHONE AND

handling. Preferably,

without a proper

responsible for
on your carrier.

I to you C.O.D. (To avoid C.O.D. Charges, please
our gun)

detailing the nature of the repair, applicable taxes
estimate. Repairs can be paid by check, money order,
VISA). If you wish, you can expedite repairs over
ed to your credit card.

could not duplicate concern.
TRIG. ASSM. performing as designed.

5307

20"
PA6/06
4.5#

Remington

Factory Repair Instructions

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

Model Number: 710		Serial Number: 71306392	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: J.R.'s Guns & Ammo		Date of Purchase:	
Address (no PO Boxes): 1594 Natural Bridge Road.			
City: Waynesboro		State: Tennessee	Zip: 38485
Phone (Daytime): 931-722-3788		Fax:	
E-mail Address: Heltons@Tds.net			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: A customer brought this in to my shop and said it went off. He did not buy it from me so I don't know the purchase date.			
Ammunition Information:			
Manufacturer: Remington		Type: Core Lokt psp	
Other (i.e. bullet weight/type, shot size, powder):			
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:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			

naglet) - ILN/Prod

RECEIVED
JUN 10 1963
BY: _____



