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 Street City State Zip Age Contact

Reporter JR's Guns & JR's Guns & 1594 Natural Bridge Waynesboro TN 38485 W 931-722-3788

Incident Information

Claims Codes Repair Medical Medical Est. Treatment Status

PΙ

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

Where Purchased

Model/Ga.

SKU

Serial Bbl.

DOM

71306392 PA 6/1/2006 2:17:05 PM

Remington

Date Purchased

CF/BA

710/243 WIN
Accessories

27429 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

Per Ilion, could not duplicate concern. Will replace TPA, test as goodwill

Repair/Replacement Repair/Replacement Cost 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

1			<b>.</b>
	Exam Date		12/6/2010
Examination	Product Type		RF
Cxammation	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		20" 243 WIN
	Date Code		PA
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	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	
Massaina	Condition	Select	
Magazine	Box Condition	Missing	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Pagaiyar	Condition	Slightly Worn; Functioning	
Receiver	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	
	Tests	Test Fired	False
Feeding Test	1 C212	False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

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J.R.S	Guns & Ammo Per of rounds)	
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	bor, Temessee	
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		om your carrier.

71306392

Model: 710



RE00212215

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

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could not duplicate concern. Tilia. ASSM. Deretaming as designed

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

Are you the original owner?: INES INO  Name: J.R. S. GUNS & AMMO Date of Purchase:  Address (no PO Boxes): 1594 Natural Bunds Rond,  City: [IMynasham] State: Temessee Zip: 38485  Phone (Daytime): G31-798-3788 Fax:  E-mail Address: Helfows & Tds. Net  E-mail Address: Helfows & Tds. Net  I would like to receive future e-mail updates from Remington.  Please describe your problem: (Custone brought flus in fo My Shop Gnd Sgid it Went Off He did not buy it from Me Sc) I don't know the purchase.  date.  Ammunition Information:  Manufacturer: Remission  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 leaning solution used:  How often do you clean the action? (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:	Model Number: 7/0	Serial Number: 7/3/16391			
Name: JR.5 GUNS + Ammo Date of Purchase:  Address (no PO Boxes): 1594 Natural Burks Rond,  City: (IMMesham State: Tempsee Zip: 38485*  Phone (Daytime): GJ-799-3788 Fax:  E-mail Address: Hellows @ Tds, Net  Would like to receive future e-mail updates from Remington.  Please describe your problem: () Custone-brought this in to My Shop and Sgid it went off, He did not hity if from Mc Sc) I don't know the purchase, date.  Ammunition Information:  Manufacturer: Remissor Type: (re bokt 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 trigger assembly? (Months or Number of rounds)	Model Number: 7/0	113(16372			
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Address (no PO Boxes): 1594 Natural Bridge Rand.  City: [Maynes box State: Temessee Zip: 38485]  Phone (Daytime): G31-739-3788 Fax:  E-mail Address: Hellows @ Tds. Net  I would like to receive future e-mail updates from Remington.  Please describe your problem: G Custome brought this in to My Shap and Sqid if West OFF: He did not hilly It from Me So I don't know the purchase.  I don't know the purchase.  Other (i.e. builet 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 trigger assembly? (Months or Number of rounds)	Name: J.R.S Guns & Ammo	Date of Purchase:			
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Phone (Daytime): 431-788-388 Fax:  E-mail Address: Hellows & Tols. Net  Would like to receive future e-mail updates from Remington.  Please describe your problem: (** Custome-** brought flus in to My Shop and Said it Went Off He did not how It from Mc St) I don't know the purchase.  Ammunition Information:  Manufacturer: Remission Type: (re hokt 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 trigger assembly? (Months or Number of rounds)  How often do you clean the trigger assembly? (Months or Number of rounds)		0			
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Brand of lubricant used:	How often do you clean the trigger assembly? (Months or Number of rounds)				
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