

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5159

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213094	12/7/2010	11/22/2010	12/8/2010				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Neil	Woody	209 Kraft Holler Rd. PO Box 1027	Andrews	NC	28901		H 828-321-0424

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/22/10: Customer called in. He stated that his rifle has had a FSR about 4 or 5 times. He stated the last time was one day last week but couldn't remember what day. No damage - No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71090518		12/4/2002 6:33:35 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

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
Per Ilion - Clean & test @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27	12/14/2010				

11/22/10: Sending ARS, ltr, form. df 12/14/10: Per Ilion - Could not duplicate concern. TA is functioning as designed. Check over, clean & test fire @ n/c. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		XW
	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	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	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	



**frmREInquiry - Repair Inquiry**

Repair Number: **RE00213094** Serial: 71090518 Model: 710 Center Fire Caliber: 270 Repairman:   
 WIN Produced: 12/04/2002 SKU: 27408 Status: Repairing 12/8/2010 11:33:16 AM

Verify Repair

**ADDRESS INFORMATION**

**Customer** ☒ Received from **Return To** ☐ Received from

Name: NEIL WOODY NEIL WOODY

Address 1: PO BOX 1027 PO BOX 1027

Address 2: PO Box PO Box

City: ANDREWS ANDREWS

State: NC Zip Code: 28901 Country: US NC Zip Code: 28901 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/7/2010 1:2...	New	lopatafl	Repair Added	
12/7/2010 1:2...	Expedite	lopatafl	From: Check In	To:
12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Repa

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC

**Current Status**

Repairing 12/8/2010 11:33:16 AM

lopatafl

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search Refresh Close

RECEIVED  
DEC 10 2010

BY: .....

5159

**COPY**

22"  
xwz/c  
3.5"

November 22, 2010

Neil Woody  
PO Box 1027  
Andrews, NC 28901  
Ph: 828-321-0424

Ref: # 5159

Dear Mr. Woody,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**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 box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Serial Number:

71090518

Model: 710



RE00213094

could not duplicate concern.

T.A. is functioning as designed.  
check over, clean & test fire AT  
N/c

#23045



11/17/2010  
PS 14969

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.



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5159 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Neil Woody PO Box 1027 Andrews, NC 28901 Ph: 828-321-0424
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 22, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066801611  
REF 1: NEIL WOODY/CD/DMF  
REF 2: 5159/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 8.74	PUB+HANDLING	8.74



# Remington.

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL		XXXXXX	
DESCRIPTION: Prev-RE# 213094 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Neil Woody 209 Kraft Holler Rd. PO Box 1027 Andrews, NC 28901 Ph: 828-321-0424
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

**PLEASE COMPLETE ALL P**

4XX596 DEC 30, 2010 ALL CURR USD  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066488185  
REF 1: NEIL WOODY/CD/DMF  
REF 2: 213094/RIFLE

1 OF 1

**TOR**

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 8.78	PUB+HANDLING	8.78





