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

Case Information

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

Customer Information

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

Incident Information

Codes Repair Est. **Medical Treatment** Medical Status Claims

ΡI

PD Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release

Unknown

S 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

Model/Ga. SKU Bbl. DOM Mfg. Type Serial CF/BA 710/270 WIN 27408 71090518 12/4/2002 6:33:35 AM Remington

Date Purchased Accessories Where Purchased **Original Owner**

WAL-MART DC 6003R-REGULAR U

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

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

Per Ilion - Clean & test

@ n/c

Repair/Replacement Repair/Replacement Date Cost

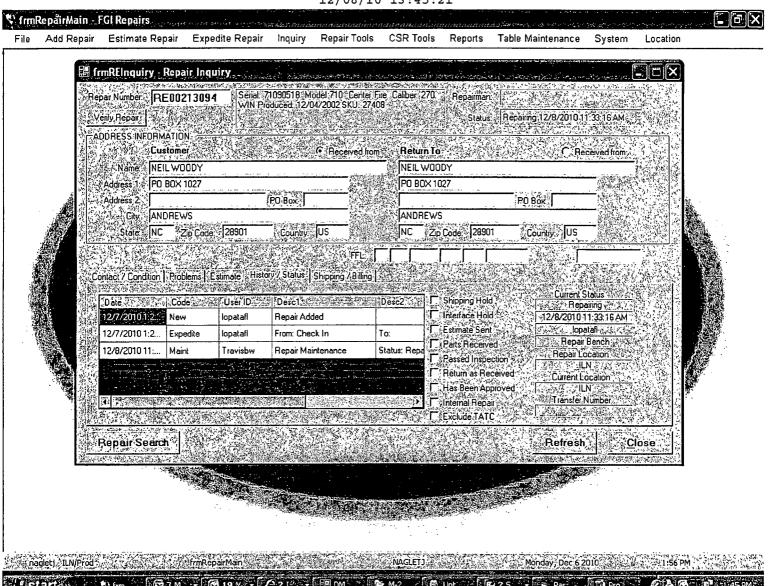
\$27 12/14/2010

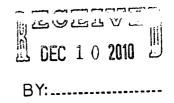
11/22/10: Sending ARS, ltr, form. df 12/14/10: Per Ilion - Could not duplicate concern. TA is functioning as designed. Check over, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/8/2010
Examination	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	
	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	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
D	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/710 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
	Lift	Select	N/A
Sear	Notch	Slightly Worn; Functioning	
	T	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	





5159

22"
1000 / 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



COULdnot duplicate concern.
T.A. is Functioning As Designed.
check onex, CRAN & TEST fine AT
N/C

T 23045

Print

Model Number: 7 / />	Serial Number: 7/09/05/18			
Are you the original owner?: YES NO				
Name: Neil Woody	Date of Purchase:			
Address (no	PO Boxes):			
269 Kraft Holler Rd				
City: ANdrews	State: NC Zip: 2890/			
Phone (Daytime): 828 - 321 - 0 424	Fax:			
E-mail Address:(if e-mail address is provided be sent)	ed, notification of receipt and shipment will			
E-mail A	ddress:			
I would like to receive future e	e-mail updates from Remington.			
Please describe your proble	em and date of occurrence:			
The Gun was a get from my Son and Mas only I Bex + 5 Cartridges find in it. of was Checking the suffer, Scope and find a shot when I put the safety off at dul it 3 Terms on Nov 19th 2010 when I took the safety off to fire.				
500 cha	racters left			
Ammunition I	nformation:			
Manufacturer: Romington	Type: Express Core-Loky			
Other (i.e. bullet weight/type, shot size, powder): /30 &-				
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: 5 & W Gun desaure				
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: 5 & Gun Oil				
How often do you lubricate the bore? (Months or Number of rounds)				
How often do you lubricate the action? (Months or Number of rounds)				
How often do you lubricate the trigger assembly? (Months or Number of rounds)				
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > YES YES NO				
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)				
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				
☐ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.				
:: 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.



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
RIEASEICHECKIONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXX
DESCRIPTION:	Ref # 5159 Rifle			

LABEL INFORMATION

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

RETURN ITEM TC Remington Arms
Attn: Product Service
Ilion, NY

PLEASE COMPLETE ALL PARTIS OF THIS FORM AND SEND TO THE MEDIA COORDINATION AND SEND TO THE MEDIA COORDINATION

NOV 22, 2010 ALL CURR USD ACT MT 10.0 LBS 1 OF 1 4XX596 SÝC GNDCOM TRACKING# 1Z4XX5969066801611
REF 1:NEIL WOODY/CD/DMF
REF 2:5159/RIFLE HANDLING CHARGE 0.00 SVC T/P USD RS 0.50 SINGLE-PIECE PUB RATE CHRGS: 0.00 COD 0.00 DV 0.00 SD 0.00 DC 0.00 AH 0.00 TOT PUB CHG 8.74 DGD 0.00 SP 0.00 PUB+HANDLING 8.74 PR



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	
PLEASEIGHECKIONE MEDIA COORDINATOR XXXXX TO MAIL	x	H G			
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 TC Remington Arms
Attn: Product Service
Ilion, NY

PLEASE COMPLETE ALL P

4XX596 DEC 30, 2010 ALL CURR USD SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969056488185 REF 1:NEIL WOODY/CD/DMF REF 2:213094/RIFLE

1 OF 1

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRGS: 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 8.78 PUB+HANDLING 8.78

