

Remington Arms Co., Inc.

Product Service

Legal Case #:5295

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218376	1/11/2011	12/3/2010	1/12/2011	11/23/2010			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Daniel	Bratcher	3037 Pocahontas Rd.	Morrison	TN	37357		H 931-728-9058

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1028 Fired With Safe ON			
C	Fired with Safe on			

12/3/10: Customer called in. He stated that he was hunting on 11/23/10 and coming out of the woods the sling strap broke. The gun was on safe & when it hit the ground - it went off. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71197606	RY	11/24/2004 4:54:29 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	SCOPE BASE	Y			

CONCERN:FSO

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 TPA, test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	27.00	1/20/2011				

12/3/10: Sending ARS, hr, form. df 1/20/11 Per Ilion, could not duplicate concern. Trigger assm very dirty. Will remove and clean TPA, send for test firing at no charge. em

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/12/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		RY
	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	ACT VERY DIRTY,SOME LITE RUSTING
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

2211
12/14/04
54

Copy

5295

December 3, 2010

Daniel Bratcher
3037 Pocahontas Rd.
Morrison, TN 37357
Ph: 931-728-9658

Ref: # 5295

Dear Mr. Bratcher,

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

RECEIVED
JAN 10 2011

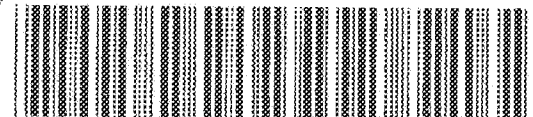
BY:.....

enclosure

Serial Number:

71197606

Model: 710



RE00218376

could not duplicate concern.
T.A. very dirty. Will remove
& clean TPA, send for test
firing AT N/C
230145

(This style TPA no longer avail.)



Factory Repair Form

[Return to Previous Page](#)

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

Model Number: <u>710</u>	Serial Number: <u>71197606</u>
Are you the original owner? ☒ YES ☐ NO	
Name: <u>DANIEL BRATCHER</u>	Date of Purchase: <u>approx. Nov. 2005</u>
Address (no PO Boxes): <u>8037 Pecanentas Rd.</u>	
City: <u>MORRISON</u>	State: <u>TN</u> Zip: <u>37357</u>
Phone (Daytime): <u>728-9658 (931)</u>	Fax: _____
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): _____	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>I was walking back from hunting on 11-23-10. The sling on my rifle came off and the gun hit the ground. The safety was on and the gun still fired into the ground behind me.</u>	
500 _____ characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>Core lockt</u>
Other (i.e. bullet weight/type, shot size, powder): <u>165 grain</u>	
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: <u>Winchester BREAK FREE POWDER BLAST</u>	
How often do you clean the bore? (Months or Number of rounds): <u>1 time every 6 months</u>	
How often do you clean the action? (Months or Number of rounds): <u>Once every 6 months</u>	
How often do you clean the trigger assembly? (Months or Number of rounds): <u>Never</u>	
Brand of lubricant used: <u>Remington Rem oil</u>	
How often do you lubricate the bore? (Months or Number of rounds): <u>Once every 6 months</u>	
How often do you lubricate the action? (Months or Number of rounds): <u>1 time per year</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) Never

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? N/A (Never has been)

What were the services performed? N/A

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, NY 13337

⚠ 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.

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Other Sites





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/3/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5295 rifle			

LABEL INFORMATION

MAIL LABEL TO: Daniel Bratcher 3037 Pocahontas Rd. Morrison, TN 37357 Ph: 931-728-9658
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX595 DEC 7, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065373354
REF 1: DANIEL BRATCHER/CD/DMF
REF 2: 5295/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 0.74 PUB+HANDLING 0.74

