

Remington Arms Co., Inc.

Product Service

Legal Case #:5406

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218400	1/11/2011	12/13/2010	1/20/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charlie	King	3387 Ashland Rd	Reidsville	NC	27320		H 336-346-6968

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				

PI

PD shot hole in door of truck

Cause:4054 As received Follows Down

Unknown

S Fired when closing bolt

Concern:1008 Fired on Bolt Closing

C

12/13/10 Per call from King, he bought his 710 2nd hand 4-5 yrs ago. He accidentally shot a hole in the door of the truck but thought it was something he did. He put it up but tried it again this year and it fired when closing the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71087168	RW	11/26/2002 2:28:50 AM

Date Purchased	Where Purchased	Accessories	Original Owner
11/1/2006	BANGERS LP	SCOPE,RINGS,BASE,SLING	N

CONCERN:FBC

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
Replace with 700 SPS .270 no charge as a gesture of goodwill						

Repair/Replacement Cost	Repair/Replacement Date
179.00	1/24/2011

12/13/10 Mailing ARS.cm 1/20/11 Repair at no charge as a gesture of goodwill.cm 1/24/11 Ilion is replacing with a new 770 model.cm 2/3/11 King is not happy with the 710/770 models. He wants the 700 SPS .270. Ship to Ray's Bait in Eden, NC.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/12/2011

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4054	As received Follows Down	O/S TPA NO LONGER AVAILABLE
Barrel	Description	22" 270 WIN	
	Date Code	RW	
	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	M/710 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	

	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HAS MIN TRIG RETURN
	Pull	--Select--	2#
	Altered	False	DID NOT APPEAR TO HAVE BEEN ADJUSTED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SLING

5406

22"
RW11/0
2

December 13, 2010

Charlie King
3387 Ashland Rd
Reidsville, NC 27320

Subject: #5406, Model 710

Dear Mr. King,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. 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. Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

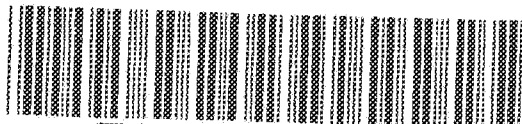
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Rep. n/c goodwill

*\$138
15
153*

Serial Number: 71087168

Model: 710



RE00218400

RECEIVED
JAN 13 2011

BY: _____

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 19375

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

Model Number:	710		Serial Number:	71087168	
Are you the original owner?: ☒ YES ☐ NO					
Name: CHARLIE KING			Date of Purchase: NOVEMBER 2006?		
Address (no PO Boxes): 3387 ASHLAND ROAD					
City: REIDSVILLE		State: N.C.		Zip: 27320	
Phone (Daytime): 336-348-6968			Fax:		
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) none 306 mail.com N/A: KING.3@GMAIL.COM					
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.					
Please describe your problem and date of occurrence:					
Two years ago during deer seasons I chambered a round into the rifle and it discharged. The round put a hole in the side of my pick-up and seat inside the vehicle. I did not use the gun until December 8th 2010. I was walking to a deer stand and the rifle discharged again. I am a very safety minded person and also a County Game Warden.					
500 characters left					
Ammunition Information:					
Manufacturer: Winchester			Type: 270 cal, 160 GR.		
Other (i.e. bullet weight/type, shot size, powder): WINCHESTER 270 CAL 160 GR.					
BALLISTIC TIP.					
Handload Information: N/A					
Powder Used:			Powder Weight:		
Case/Hull Used:			Primer Used:		
Bullet Type/Shot Size:			Reloader Used:		

Firearms Care (Cleaning and Lubrication):	REMINGTON CLEANING PRODUCTS
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	HAVE NOT USED WEAPON ENOUGH
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:	"
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 ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER, APPROXIMATELY 6 rounds have been fired.	
What were the services performed?	
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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		XXX	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
710 71087168			

LABEL INFORMATION

MAIL LABEL TO:	Charlie King 3387 Ashland Rd Reidsville, NC 27320
RETURN ITEM TO:	Rem Product Service

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT UT 10 0 LBS
TRACKING 124XX5969066644596
REF 1: CHARLIE KING/CD/CM
REF 2: 710/71087168
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 DGD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.20 PUB+HANDLING 8.20

