

Remington Arms Co., Inc.
Product Service
Legal Case #:5620

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220784	1/26/2011	1/12/2011	2/15/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Pickens	8499 Greenville Ave. Ste 105	Dallas	TX	75231		C 214-503-1271 F 214-503-7247 E jtp@airmail.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C Delayed Firing				

Customer sent in an email. He stated that he has a delayed firings several times with this rifle. No damage, No injury. He wants a replacement rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPR	27410	71265336	XZ	12/1/2005 8:41:29 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
4/6/2010	ACADEMY CORP	SCOPE,RINGS,BASE	Y			

CONCERN:DELAYED FIRING

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 w/27363 in exchange						

Repair/Replacement Cost	Repair/Replacement Date
\$194.93	2/15/2011

I will email letter & form. I will ask media coord. to email ARS. df 2/7/11: Per Ilion - Could not duplicate concern. I will contact customer to see about a replacement in a M/700 in exchange. df 2/8/11: Left msg for cust. to call me. I can offer ramac 27363 M/700 SPS, 30-06 in exchange. Also need FFL from a dealer. df Customer called me back & stated ramac 27363 was fine w/him. He needs his scope shipped back from factory. He will get his dealer to fax over FFL. df 2/15/11: Received FFL from dealer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/27/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPR
	Date Code		XZ
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Out Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	SOME SALT BLEED OUT UNDER STOCK CAUSING A LITE RUST CONDITION ON REC & BBL
	Bulged	False	
Safety	Description		M710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

Federal Firearms License
(18 U.S.C. Chapter 44)

[COPY]

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, and the expiration date shown. See "WARNINGS" and "NOTICES" on reverse.

Direct ATF	ATF - Chief, FFLC	License Number	5-75-085-02-1L-21734
Correspondence To	2600 Century Parkway, NE Suite 110 Atlanta, Georgia 30345-3104	Expiration Date	November 1, 2011
Chief, Federal Firearms Licensing Center (FFLC)			

NEUANO PAWN SHOP INC

Changes & Changes (Changes) Notify the FFLC at least 30 days before the change.

1202 AVE K
PLANO, TX 75074-0000

FILE COPY

TYPE PAWN BROKER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing Certification Statement
The licensee named above shall use a copy of this license to assist a transfer of firearm to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each entry must be an original signature. A faxed, scanned or e-mailed copy of the license with a signature intended to be an original signature is acceptable. The signature must be that of the Federal Firearms Licensee (FFLC) or a responsible person of the FFL. I certify that this is a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

James E. Murray
Licensee/Responsible Person Signature
JAMES E. MURRAY
Printed Name

Pres
Position Title
11/01/08
Date

Mailing Address (Changes) Notify the FFLC of any changes:

PLANO PAWN SHOP INC
4187 FM 2738
CAMPBELL, TX 75422

Do Not Ship to this Address!!

FILE COPY

FILE COPY

Dell @ Remington

(336) 548-7872

FOR: John Pickens

CUSTOMER PHONE: (214) 503-1271 XT1

GUN: Rem. 700 30-06
Ref # 5620

PLEASE INCLUDE FILE COPY OF FFL WITH GUN. FOR QUESTIONS ASK FOR JAKE AT 972-424-6911. PLEASE SHIP TO PREMISIS ADDRESS ONLY. THANKS.

Remington.

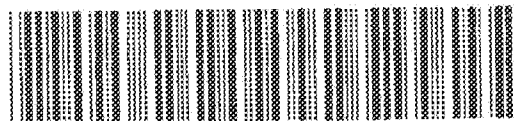
5620 X
January 12, 2011

John Pickens
8499 Greenville Ave.
Ste 105
Dallas, TX 75231
Ph: 214-503-1271
Email: jtp@airmail.net

Serial Number:

71265336

Model: 710



RE00220784

Ref: # 5620

Dear Mr. Pickens,

You will receive a shipping label for UPS by email in 2-3 business days. 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
FEB 01 2011

BY: _____

enclosure

NOTE DELL, THANKS FOR YOUR HELP.
WE DO NOT WANT THIS GUN OR THIS
MODEL BACK. WE DO NOT THE RISK OF
LIABILITY WITH THIS GUN. WE ARE HAPPY
TO WORK WITH YOU ON ANY OTHER REMINGTON
PRODUCTS.

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

1-18-2011

John Pickens

Print

Reset

Model Number: <u>710</u>		Serial Number: <u>71265336</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>MIKE PICKENS</u>		Date of Purchase: <u>04/6-2010</u>	
Address (no PO Boxes): <u>8499 GREENVILLE # 105</u>			
City: <u>DALLAS</u>	State: <u>TX</u>	Zip: <u>75231</u>	
Phone (Daytime): <u>214-503-1271</u>		Fax: <u>214-503-7247</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JTP@AIRMAIL.NET</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>SOMETIMES RIFLE WILL NOT FIRE - SOMETIMES RIFLE MISS FIRES AFTE TRIGGER IS PULLED</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>CORE-LOK</u>	
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:	NA
How often do you clean the bore? (Months or Number of rounds)	NA
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)	NA
Brand of lubricant used:	NA
How often do you lubricate the bore? (Months or Number of rounds)	NA
How often do you lubricate the action? (Months or Number of rounds)	NA
How often do you lubricate the trigger assembly? (Months or Number of rounds)	NA
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
What were the services performed?	NA
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Illion, 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	

Electronic Return Label Receipt

This letter includes a UPS return label and a receipt for your records.

Instructions

1. Print Label and Receipt. Select Print from the File menu in this browser window.
2. Retain this page as your receipt.
3. Follow the instructions on the second page to label and ship your package.
4. Take this package to a UPS location, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop-Off.

Receipt

**RETURN SERVICE
CUSTOMER RECEIPT**
2011-01-12

SHIP TO: REMINGTON ARMS
PRODUCT SERVICES
14 HOEFLER AVE.
ILION NY 13357

PACKAGE CONTENTS: FIREARMS

REFERENCE NO.1: JOHN PICKENS/CD/DMF
REFERENCE NO.2: 5620/RIFLE

UPS GROUND TRACKING #: 1Z4XX5969065882705

Customer Service

Visit us at www.ups.com/content/us/en/index.jsx or call 1-800-PICK-UPS (7425-877).

5620

Reference #
101213-000104
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/13/2010 05:12 PM
Initial Response
12/29/2010 10:28 AM
Last Updated
01/05/2011 11:41 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

model 710**Discussion Thread****Customer (John Pickens)**

01/05/2011 11:41 AM

The serial number on my Remington model 710 is 71265336. My mailing address is 8499 Greenville Ave Ste 105 Dallas Texas 75231. My phone number is 214-503-1271 ext 1. John Pickens
On Dec 29, 2010, at 9:28 AM, Remington Information wrote:

Customer (John Pickens)

12/29/2010 11:41 AM

I have not received a reply from you. It has not been resolved.
Sent from my iPhone
On Dec 29, 2010, at 9:28 AM, "Remington Information" info@remington.com wrote:

Response (Dell -)

12/29/2010 10:28 AM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,
Dell

Customer (John Pickens)

12/17/2010 04:11 PM

I would appreciate a prompt response because hunting season ends in Texas in January. Thank you.
On Dec 13, 2010, at 4:12 PM, Remington Information wrote:

Customer (John Pickens)

12/13/2010 05:12 PM

I recently attempted to fire my new rifle and the first two times the rifle would not fire. The mechanism would not even click. On the next two attempts, the rifle fired as expected. The next time the rifle would not fire and as I was putting it down to unload it, it fired without my finger on the trigger. I am not interested in having this rifle repaired, but I want to exchange it for another model. I own several 700s and this is the first time I have any trouble with a 700. Please send me the information that I need to return it to you. My contact number is 214-503-1271 ext 1. John Pickens

Primary Contact

First Name: John

Last Name: Pickens

Organization:

Login: jtp@airmail.net

Title:

Contact Type:

Email: jtp@airmail.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information



January 12, 2011

Emailed to cust.

John Pickens
8499 Greenville Ave.
Ste 105
Dallas, TX 75231
Ph: 214-503-1271
Email: jtp@airmail.net

Ref: # 5620

Dear Mr. Pickens,

You will receive a shipping label for UPS by email in 2-3 business days. 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

[COPY]

January 12, 2011

John Pickens
8499 Greenville Ave.
Ste 105
Dallas, TX 75231
Ph: 214-503-1271
Email: jtp@airmail.net

Ref: # 5620

Dear Mr. Pickens,

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
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Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

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

PS 19405

Model Number:		Serial Number:	
Are you the original owner?: ☐ YES ☐ NO			
Name:		Date of Purchase:	
Address (no PO Boxes): 			
City:		State:	Zip:
(Daytime) Phone:		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: 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
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 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? _____
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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: jtp@airmail.net
Sent: Wednesday, January 12, 2011 11:27 AM
Subject: Relayed: John Pickens - Remington Ref# 5620

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

jtp@airmail.net

Subject: John Pickens - Remington Ref# 5620

Remington.

www.remington.com

John Pickens

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

ARS LABEL REQUEST FORM

DATE:	1/12/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR XXXXXX TO MAIL			
DESCRIPTION: Ref # 5620 rifle			

LABEL INFORMATION

MAIL LABEL TO: John Pickens 8499 Greenville Ave. Ste 105 Dallas, TX 75231 Ph: 214-503-1271 Email: jtp@airmail.net	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

PLEASE DELETE ALL PARTS OF THIS FORM AND

4XX556 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5069065802705
REF 1: JOHN PICKENS/CD/DMF
REF 2: 5620/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 SVC T/P USD
DC 0.00 DCD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.50 PUB+HANDLING 10.50

jtp@airmail.net

