

Remington Arms Co., Inc.
Product Service
Legal Case #:5839

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224318	2/24/2011	2/7/2011	3/10/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jerry	Ratliff	26915 Burning Tree Ln	New Caney	TX	77357		H 713-539-5578

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI jammed finger				
PD	Cause:4038 Could Not Duplicate Concern			
S Fired when releasing safety	Concern:1007 Fired on Safe Release		N	
C				

2/7/11 Per call from Ratliff, last deer season Ratliff had a doe in his sights and when he removed the safety it fired without pulling the trigger. He wasn't sure it wasn't something he had done so later he had another doe come up and when he eased the safety of it fired again and he is sure he did not have his finger on the trigger. It jammed his finger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06 SPR	n/a	71021073	PV	6/18/2001 8:20:03 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
7/8/2006	WAL-MART WHSE 6003R - REG	SCOPE BASE	N			

His uncle gave it to him about 4 yrs ago CONCERN:FSRJAMMED FINGER

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 770 30-06 #85633 at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	138.00	3/10/2011				

2/7/11 Mailing ARS and box.cm 3/10/11 Left voice message with inspection info and offered to upgrade to the 700 BDL for \$411 + tax or the 700 SPS for \$260 + tax, in 30-06 calibers. Awaiting reply.cm 3/10/11 He doesn't want to pay that much so he would like the 770 30-06 even exchange.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		PV
	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	ACTION DIRTY,RUSTY
	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	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	S#
	Altered	False	
	Sub-Assembly	Other Remington	

If possible I would like a HDL 3006
And pay difference to Ratliff

2211
PVL/O
SA

X

5839

February 7, 2011

Jerry Ratliff
26915 Burning Tree Ln
New Caney, TX 77357

Subject: Case 5839, Model 700

Dear Mr. Ratliff,

Thank you for your patience. Enclosed is the 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.

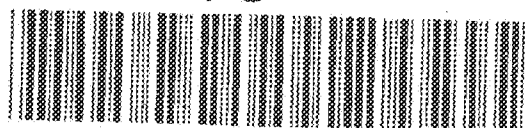
Sincerely,

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

Serial Number:

71021073

Model: 710



RE00224318

RECEIVED
MAR - 2 2011

BY:

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

Model Number:	710	Serial Number:	71021073
Are you the original owner? ☐ YES ☒ NO			
Name: Jerry Ratliff		Date of Purchase: Gift 7-8-06	
Address (no PO Boxes): 26915 Burning Tree Ln.			
City: New Caney	State: TX	Zip: 77357	
Phone (Daytime): 713-539-5578	Fax: N/A		
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): N/A			
E-mail Address: N/A			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 1-8-11 Take safety off and fired			
500 characters left			
Ammunition Information:			
Manufacturer: Remington	Type: 30-06		
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: 150 gran	Powder Weight:		
Case/Hull Used:	Primer Used:		
Bullet Type/Shot Size:	Reloader Used:		

Case #	5839	Date of Call	2/7/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Jerry Ratliff
address		address	
contact #'s		contact #'s	
email		email	

26915 Burning Tree Ln.
Newcomer TX 77357
713-539-5578

Injury	jammed his finger
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700								

unde gave to him
about 4 yrs ago

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes	FSR twice last Sat of deer season.
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Customer's Request	
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My actions/offers	box
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE	2/9/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Jerry Ratliff 26915 Burning Tree Ln New Caney, TX 77357
RETURN ITEM TO:	Rem Prod Service

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

4XX596 FEB 11, 2011 ALL CURR USD 1 OF 1
SVC CNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065236752
REF 1: JERRY RATLIFF/CD/CM
REF 2: 700

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 10.04 PUB+HANDLING 10.04



