

Remington Arms Co., Inc.

Product Service

Legal Case #:5550

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220945	1/27/2011	1/5/2011	1/28/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Whitney	2200 Pecan Dr	Chalmette	LA	70043		H 504-512-3415

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when removing safety	Cause:4054 As received Follows Down Concern:1007 Fired on Safe Release		Unknown
C				

1/5/11 Per call from Whitney, he has a Model 710 that was recovered from the floods of Hurricane Katrina and refurbished. It has fired twice when removing the safety. He is fine if we decide it needs to be destroyed. He had asked locally about how to have it destroyed since is unsafe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71035947	EV 10/30/2001	1:22:03 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WHSE 6003R - REG		U			

CONCERN:FSR

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
			Remington/710/CF/BA			
Destroy per owners request						
	Repair/Replacement Cost	Repair/Replacement Date				

1/5/10 Mailing ARS.cm 2/7/11 Whitney spoke with R. Stegall, Consumer Dept, on 2/3 and requested that his rifle be scrapped. It was unsafe and he just wants to get it out of commission. He does not want to purchase a replacement.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4054	As received Follows Down	BORE PITTED,BOLT BODY POLISHED TO REMOVE PITTING AND WORKS HARD, TRIG RETURN IS MIN
Barrel	Description		22" 270 WIN
	Date Code		EV
	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	Worn; Functioning	PITTED
	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	Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/770 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	

Trigger	Condition	Worn; Not Functioning	HAD BEEN REFINISH WITHOUT DISASSM,SPRS WEAK TRIG WILL NOT RETURN PROPERLY TRIG PITTED
	Pull	--Select--	2#
	Altered	False	
	Sub-Assembly	Other Remington	

22"
EU 10/01
2#

5550

January 5, 2011

Bill Whitney
2200 Pecan Dr
Chalmette, LA 70043

Subject: #5550, Model 710

Dear Mr. Whitney,

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 boxes 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.

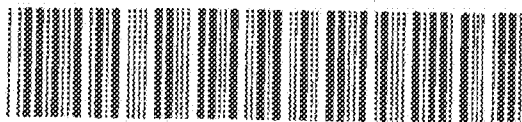
Sincerely,

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

RECEIVED
FEB 01 2011
BY: _____

Serial #
71035947

Model: **710**



RE00220945

*Act. & T.A. was refinished without
Being DISASSM. This upsets the SPRING &
TRIG. will not return properly. O/S
T.A. no longer avail. can offer to
replace in exchange at a reduced
cost. Ramrod # 85632 - 35%
Quote*

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING
REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00220945 Account # - R-	Description/Serial Number 71033947	Date Received - 1/27/2011 Estimate Date - 1/28/2011 Current Date - 2/7/2011
Customer BILL WHITNEY 2200 PECAN DR. CHALMETTE, LA 70043 US		Return To BILL WHITNEY 2200 PECAN DR. CHALMETTE, LA 70043 US
Phone (H) Phone (W)	Fax Email	

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone () _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

ProblemNotes action & trigger assm was refinished without disassm.this upsets the springs and the trigger will not return properly.o/s trigger assm not available.can offer to replace in exchange at 35% discount.ramac# 85632

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000254	GR-FIREARM REPLACEMENT	1	N	\$374.00	35%	\$243.10
Sub Total:						\$260.10
Est. Sales Tax:						\$10.40
Grand Total:						\$270.50



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/5/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
710 71035947			

LABEL INFORMATION

MAIL LABEL TO:	Bill Whitney 2200 Pecan Dr Chalmette LA 70043
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065909141
REF 1: BILL WHITNEY/CD/CM
REF 2: 710/41035947

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RG 0.50
DC 0.00 DGD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.49 PUB+HANDLING 9.49

