

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5710

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228463	4/11/2011	1/19/2011	4/12/2011				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Patrick	Davis	95 West Monroe St	Latrobe	PA	15650		H 724-288-6072

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Fires with side pressure on the trigger	Concern:1006	Unexplained Discharge Safe OFF	Unknown
C				

1/19/11 Per call from Davis, he bought a Model 710 used and he stated that when he has the safety off and puts side pressure on the trigger it has fired.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06 SPRG	27410	71111227	CX	4/14/2003 4:36:51 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	SCOPE BASE	N			

## 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
Return as received						
	Repair/Replacement Cost	Repair/Replacement Date				

1/19/11 Mailing ARS.cm 4/15/11 Per Ilion, the trigger assm dirty, rusty and set screws altered. Old style trigger assm is no longer available. Rifle found to have an extreme max headspace condition, not repairable. Can offer to replace at 1/2 normal cost.cm 5/12/11 Sent email with quote/inspect. Will return as rec'd on 5/18 if no response.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		4/12/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		CX
	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; Not 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	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, RUSTY. TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

22"  
CX 4/03  
2#

5710

January 19, 2011

Patrick Davis  
95 West Monroe St  
Latrobe, PA 15650

Subject: #5710, Model 710

Dear Mr. Davis,

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](mailto:christy.mitchell@remington.com)

RECEIVED  
APR 15 2011

BY: .....

71111227

Model: 710



RE00228463

T.A. Dirty, rusty + set screws  
Altered. O/s TPA, no longer  
avail. CAN remove, clean  
reset + within factory specs.  
AT 1/2 normal cost.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 21763

~~PLEASE RETURN THIS GUN TO~~

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

Model Number: 710		Serial Number: 7111 227	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Patrick Davis		Date of Purchase: Jan. 6, 2007	
Address (no PO Boxes): 95 West Mahroe St			
City: Latrobe		State: PA	Zip: 15650
Phone (Daytime): 724-288-6072		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) taz9862003@yahoo.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: gun goes off when safety is pushed off without squeezing the trigger. Dec. 11, 2010			
500 characters left			
Ammunition Information:			
Manufacturer: <del>Remington</del> Federal		Type: 150R	
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:	None
How often do you clean the bore? (Months or Number of rounds)	every 6 months
How often do you clean the action? (Months or Number of rounds)	every 6 months
How often do you clean the trigger assembly? (Months or Number of rounds)	haven't
Brand of lubricant used:	None
How often do you lubricate the bore? (Months or Number of rounds)	haven't
How often do you lubricate the action? (Months or Number of rounds)	haven't
How often do you lubricate the trigger assembly? (Months or Number of rounds)	haven't
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
Never	
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<p>⚠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.</p> <p>           :: 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.         </p>	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	1/19/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <span style="float: right;">xx</span>	
DESCRIPTION: <div style="text-align: center;">710 71111227</div>			

## LABEL INFORMATION

MAIL LABEL TO:	Patrick Davis 95 West Monroe St Latrobe, PA 15650
RETURN ITEM TO: Rem Product Service	

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

4XX596 JAN 19, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065254849  
REF 1: PATRICK DAVIS/CD/CM  
REF 2: 710/71111227  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
DV 0.00 COD 0.00  
DC 0.00 DGD 0.00  
AH 0.00 PR 0.00  
TOT PUB CHG 7.94  
SVC T/P USD  
RS 0.50  
SD 0.00  
SP 0.00  
PUB+HANDLING 7.94









