

Remington Arms Co., Inc.
Product Service
Legal Case #:6266

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
234314	6/24/2011	6/9/2011	6/27/2011	5/30/2011			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Diep	2955 E. Muncie	Fresno	CA	93720		C 559-908-0524 E SPD4130@AOL.COM

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

6/9/11: Customer called in. He stated that he had FBC on 5/30/11. No injury or damage. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71316429	OA	7/19/2006 8:34:20 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/5/2007	BIG 5 SPORTING GOODS WARE	SCOPE BASE	Y			

CONCERN:FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	/180 gr	3006 SPRG				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						
	Repair/Replacement Cost	Repair/Replacement Date				

6/9/11: Mailing ARS, letter, form. df 7/7/11: Per Ilion - Could not duplicate concern. TA sticky, parts work sluggish. Quote to repair @ 1/2 normal cost. I emailed quote to customer & he disputes the charges. I removed the shipping charge on the quote as goodwill gesture & emailed revised quote to customer. df 7/8/11: Customer called in - spoke w/CSR - approved quote & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/27/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		OA
	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	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	STICKY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.remington.com

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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00234314	Serial Number / Description 71316429 Model 710 Center Fire Caliber: 3006 SPRG	Date Received: 06/24/2011 Estimate Date: 07/07/2011 Date Printed: 07/07/2011
Customer: SCOTT DIEP 2955 E MUNCIE FRESNO, CA 93720 US		Return To: SCOTT DIEP 2955 E MUNCIE FRESNO, CA 93720 US

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp.Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
 could not duplicate concern. trigger assm sticky, parts work sluggish. can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F301265	Part	710 REC. INSERT ASSB. COMPLETE	1	Billable	1	58.00	50	29.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 40.50
Est Sales Tax: 1.74
Grand Total: \$42.24

1 **Fulcher, Dell Marie**

From: postmaster@remington.com
To: Spd4130@aol.com
Sent: Friday, July 08, 2011 10:43 AM
Subject: Relayed: Scott Diep - Ref# 6266, Repair# 234314

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

Spd4130@aol.com

Subject: RE: Scott Diep - Ref# 6266, Repair# 234314

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

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VISA MC DISCOVER Card No. _____ Exp.Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
Daytime Phone: (____) _____ Time to Call: _____

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4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 57.50

Est Sales Tax: 1.74

Grand Total: \$59.24

Fulcher, Dell Marie

From: postmaster@remington.com
To: spd4130@aol.com
Sent: Thursday, July 07, 2011 3:59 PM
Subject: Relayed: Scott Diep - Ref# 6266, Repair# 234314

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

spd4130@aol.com

Subject: Scott Diep - Ref# 6266, Repair# 234314

22"
0A7/06
4.5*

[Copy]

6266

June 9, 2011

Scott Diep
2955 E. Muncie
Fresno, CA 93720
Phone: 559-908-0524

Ref: # 6266, Model 710, Serial # 71316429

Dear Mr. Diep,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form.

Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are 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,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

71316429

Model: 710



RE00234314

could not duplicate concern.
T.A. sticky, parts work
sluggish. Can often to replace
TPA, clean + test fire at
1/2 normal cost.

Quote

RECEIVED
JUL 06 2011

BY:.....

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

Print

Reset

Model Number: <u>710</u>		Serial Number: <u>71316429</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>SCOTT DIEP</u>		Date of Purchase: <u>03/05/07</u>	
Address (no PO Boxes): <u>2955 E. MUNCIE</u>			
City: <u>FRESNO</u>		State: <u>CA</u>	Zip: <u>93720</u>
Phone (Daytime): <u>559-908-0524</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>SPD4130@AOL.COM</u>			
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: Problem occurrence was 5/30/11. Load Rifle, in magazine, cock it, aim fire 1st shot. undload empty and load end one. when slid bolt forward to load 2nd Round it fire. I did not push it hard just slide it in easy like I always did. Beside of when I fire this rifle on 5/30/11 before that was 8/22/10. Only shot Rifle twice and out of that <div style="text-align: center;">500 characters left</div> <div style="text-align: right;">30 rounds</div>			
Ammunition Information:			
Manufacturer: <u>Winchester</u>		Type: <u>30-06 SPRG</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180/ 30-06</u>			
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) <u>Before & after use 100 rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>Before & After use</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Before & after use 100 rounds</u>
Brand of lubricant used: <u>Quakers</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>Before & after used 100 RD</u>
How often do you lubricate the action? (Months or Number of rounds) <u>Before & after used 100 RD</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Before & after used 100 RD</u>
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? <u>N/A</u>
What were the services performed?)
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> 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 style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	6/9/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6266 rifle			

LABEL INFORMATION

MAIL LABEL TO: Scott Diep 2955 E. Muncie Fresno, CA 93720 Phone: 559-908-0524
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JUN 9, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065146733
REF 1:SCOTT DIEP/CD/DMF
REF 2:6266/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 12.74 PUB+HANDLING 12.74







