

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7089

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253153	1/9/2012	12/14/2011	1/10/2012	12/12/2011			X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Russell	Barnhart	6608 Springdale Hunters Rd	Hunters	WA	99137		H 509-722-3112

## 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				

12/14/11: Customer called in. He stated he was using gun on 12/12/11 & had a FBC while shooting out of the window of his shop. No injury or damage reported. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71254185	EZ	10/19/2005 1:00:44 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		Y

CONCERN: FBC

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
Per Ilion - Repair @ n/c - goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
\$41	1/25/2012

12/15/11: Mailing ARS & forms. Box order# 1285940. df 1/12/12: Per Ilion - Could not duplicate concern. As a goodwill gesture & to restore confidence in rifle - willing to replace TA, clean & test fire @ n/c. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/10/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		EZ
	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	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

# Remington®

224  
E210/0  
4-5<sup>th</sup>  
COPY

7089

December 14, 2011

Russell Barnhart  
6608 Springdale Hunters Rd.  
Hunters, WA 99137  
Phone: 509-722-3112

Ref: # 7089, Model 710, Serial # 71254185

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

enclosure

71254185

Model: 710



RE00253153

could not duplicate concern.  
AS A Good-Will Gesture & to  
restore confidence in Rifle  
will replace TPA, clean & test  
Rifle at N/C

RECEIVED  
#260974 JAN 16 2012

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

PS 26330

Print

Reset

Model Number: <i>Rem. 710</i>		Serial Number: <i>71254185</i>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <i>Russell D. Barnhart</i>		Date of Purchase: <i>Approx. 2008/2009</i>	
Address (no PO Boxes): <i>6608 Springdale Hunters Road</i>			
City: <i>Hunters</i>		State: <i>Wash.</i>	Zip: <i>99137</i>
Phone (Daytime): <i>509 722 3112</i>		Fax: <i>N/A</i>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <i>I fired the rifle and ejected the empty case. When putting a new round in the chamber the bolt closed with more resistance than normal. When the bolt closed completely the rifle fired on its own.</i> 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: <i>INR 4350</i>		Powder Weight: <i>54 Grains</i>	
Case/Hull Used: <i>MIL Match</i>		Primer Used: <i>CCI 200</i>	
Bullet Type/Shot Size: <i>180 Gr PPT.</i>		Reloader Used: <i>RCBS Jr.</i>	
<i>Nosler</i>			
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <i>Hoppes</i>
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? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Never</i>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> <b>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.</b></p> <p style="text-align: center;">:: 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</p>

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.

12-23-11

I purchased this rifle mainly for hunting deer and coyotes. and yes I realize the 180 gr Nosslers <sup>are overkill</sup> but I only load this one round.

This rifle is brand new even though I purchased it in 08/01/08.

The gun was sighted in with 4 rounds and hasn't been fired less than 20 rounds.

I have several rifles, hand guns as well as shotguns and I have been in the field for 60 years. Also I have been reloading since 1962.

This is the first incident I have ever experienced. In the long run I feel that this happened instead of in someones hand with little or limited experience. A serious accident or death could have occurred.

R.D. Barnhart

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/15/2011	<b>Service Request #</b> SR00006763
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	
<b>email address:</b> I WILL MAIL LABEL	

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.remington.com">www.remington.com</a>
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	RUSSELL BARNHART 6608 SPRINGDALE HUNTERS RD HUNTERS, WA 99137 US SR00006763  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b>  Arms Services



4XX596 DEC 15, 2011 ACT WT 10.0 LBS #PK 1  
 SVC GNDCOM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969065165061 ALL CURRENCY USD  
 REF 1:SR00006763  
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 12.74		PUB + HANDLING 12.74	

**ATTN: Product Service**









