

## Remington Arms Co., Inc.

## Product Service

Legal Case #:8191

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 290112 | 11/21/2012  | 11/26/2012      | 11/26/2012  |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street        | City    | State | Zip   | Age | Contact                  |
|----------|----------|------------|-----------|---------------|---------|-------|-------|-----|--------------------------|
| Incident |          | Jose       | Bonilla   | 4204 Kyara Dr | Killeen | TX    | 76549 |     | Ejbonilla001@hotmail.com |

## Incident Information

| Claims | Codes  | Repair Est.                                 | Medical Treatment           | Medical Status |
|--------|--|---|-----------------------------|----------------|
| PI     |  |   |                             |                |
| PD     |  |   |                             |                |
| S      | Safety moved to fire when it fell out of tree stand and fire | Cause:4038<br>Concern:1004 Jar-Off Safe OFF | Could Not Duplicate Concern | Unknown        |
| C      |  |   |                             |                |

12/10/12 Per note on SR, claims rifle fell in stand and without anything contacting it before it hit the ground the selector went to fire and the rifle went off when it hit the ground.cm

## Firearm Information

| Mfg.           | Type            | Model/Ga.   | SKU            | Serial   | Bbl. | DOM                 |
|----------------|-----------------|-------------|----------------|----------|------|---------------------|
| Remington      | CF/BA           | 710/243 WIN | 27416          | 71285248 | AA   | 3/3/2006 6:11:33 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner |          |      |                     |
|                | ACADEMY CORP    | SCOPE BASE  | U              |          |      |                     |

CONCERN:FIRED WHEN DROPPED

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, can offer replace TPA, clean and test fire with slave mag at 1/2 normal cost |                         |                         |               |                 |                |               |
|   | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |

12/10/12 Per Ilion, could not duplicate concern. Can offer to check over completely, replace TPA, clean and test fire with slave mag at 1/2 normal cost.cm

Remington/710/CF/BA

| Settlement  | Release of Claims       | Release Date            | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|---|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion, can offer replace TPA, clean and test fire with slave mag at 1/2 normal cost |                         |                         |               |                 |                |               |
|   | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |

41.15

12/10/2012

12/10/12 Per Ilion, could not duplicate concern. Can offer to check over completely, replace TPA, clean and test fire with  
~~slave mag at 1/2 normal cost.cm~~

Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment                                   |
|-------------|------------------------|-----------------------------|---|
| Examination | Examiner               |                             | B.TRAVIS                                  |
|             | Exam Date              |                             | 11/26/2012                                |
|             | Product Type           |                             | RF  |
|             | Action Type            |                             | A   |
|             | Assigned To            |                             | J.BALIO                                   |
| Cause       | 4038                   | Could Not Duplicate Concern |   |
| Barrel      | Description            |                             | 22" 243 WIN                               |
|             | Date Code              |                             | AA  |
|             | 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  | LITE GREEN COLORED SUBSTANCE ON BOLT FACE |
|             | 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  |   |
|             | Stock Condition        | Slightly Worn; Functioning  |   |
|             | Fore End Condition     | ---Select---                |   |
| Receiver    | Condition              | Slightly Worn; Functioning  |   |
|             | Bulged                 | False                       |   |
| Safety      | Description            |                             | STANDARD SAFETY                           |
|             | Function               | Like new; Functioning       |   |
|             | Sub-Assembly           | Non-ISS                     |   |
| Sear        | Lift                   | ---Select---                | N/A                                       |
|             | Notch                  | Slightly Worn; Functioning  |   |
|             |                        | Test Fired                  | False                                     |

|              |              |                            |      |
|--------------|--------------|----------------------------|------|
| Feeding Test | Tests        | False                      |      |
| Trigger      | Condition    | Slightly Worn, Functioning |      |
|              | Pull         | ---Select---               | 4.5# |
|              | Altered      | False                      |      |
|              | Sub-Assembly | Other Remington            |      |

# Service Request

Remington Service  
PO Box 700



Madison, NC 27025-0700 ATTN: Product Services

Parts and Repairs: P:800-243-9700 F:336-548-7801 [www.remington.com](http://www.remington.com)

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS YOUR RECORDS.

## Service Request Number / Description

SR00034821

71285248

Model 710 RIFLE Caliber: 243

Date of Request: 11/13/2012

Date Printed: 11/13/2012

## Customer:

JOSE BONILLA  
4204 KYARA DR  
KILLEEN, TX 76549 US

Email: [jbbonilla001@hotmail.com](mailto:jbbonilla001@hotmail.com)

## Destination:

Arms Services  
14 Hoefler Ave  
Llano, NY 13357 US

Email:

22"  
AA3/0  
4.5"

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be returned. If not, you will be contacted with an estimate before work is performed.

## Reason For Return

M994 - SEE NOTES

## Service Request Section

claims rifle fell in stand and without anything contacting it before it hit the ground the selector went to fire and the rifle went off when it hit the ground. Inspect

## Parts And Service Details

| Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount |
|----------|------|-------------|------------|----------|-------|------|--------|
|----------|------|-------------|------------|----------|-------|------|--------|

Serial Number:

71285248

Model: 710



RE00290112

RECEIVED  
NOV 27 2012

could not dup concern.  
can often to check own  
completely, rep. TPA, clean  
& test w/ slave mag AT 1/2  
Normal cost.

BY:-----

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$ .00

Remington Corporation,

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On November 10, 2012 I took my ten year old son deer hunting where we sat in a wooden blind. When it got dark I decided to pack it up and get ready to leave; I stood up and turned around when my Remington model 710 slides sideways and fell on the floor firing off a round inches from my ten year old son. The question is how can a loaded rifle accidentally fire a round while the safety was on and no one pulling the trigger. When I tried ejecting the cartridge the bolt was jammed and I couldn't eject the cartridge. I noticed that the bolt jams up when I slide it back and forth like it's loose or there is play. I believe that there is something wrong with the safety mechanism or the bolt; either way this rifle is not safe for use. If you should have any questions feel free to call me @ (254) 702-1309.

Jose Bonilla

# Academy®

SPORTS+OUTDOORS

705422

PRINT LEGIBLE - PRESS FIRMLY

| MERCHANDISE DESCRIPTION | DESCRIPTION    | QTY  | AMOUNT   |
|-------------------------|----------------|------|----------|
|                         | 168256 LAYAWAY | 2769 | 0045 221 |

LAYAWAY OPENED ON 6/26/06

ACCOUNT 705422  
 MODEL 710 COMBO 24 / 12152724  
 1 @ 1 for 318.00 MDS 318.00  
 SUBTOTAL 318.00  
 8.25% SALES TAX 26.24  
 TOTAL 344.24

DEPOSIT 100.00  
 DEBIT CARD 100.00

REDACTED sent from Primary

JOSE BONILLA AUTH 730136  
 LAYAWAY BAL. DUE 244.24

LATE NOTICE SENT

#1  
 #2  
 #3

STORE TELEPHONE

I AGREE TO PAY \$ 258

EVERY 2 WKS

PAYING IN FULL BY 09-26-06

A DEPOSIT OF 25% IS REQUIRED TO HOLD THIS PURCHASE FOR 90 DAYS. ALL MERCHANDISE RETURNED TO STOCK AFTER 90 DAYS.

• IMPORTANT LAYAWAY NOTICE •

Driver's License # 24189501 TN#

Identification Number#

CUSTOMER'S SIGNATURE

CLERK'S SIGNATURE

NAME

JOSE BONILLA 4204 KYATA DRIVE (214) 368-5736

STREET

CITY

KILLEEN TEXAS

STATE

ZIP

76549

LAYAWAY SALES AGREEMENT

CUSTOMER COPY

