

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7487

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261290	3/8/2012	3/15/2012	3/15/2012				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Carter	247 Barton Ferry Rd.	Westpoint	MS	39773		H n/a E jaca0466@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Fired on Safe Concern:1028 Fired With Safe ON		Unknown	
C				

SR# 12080 - Reason for Return: Forward to Product Service for Inspection. Service Request Section: Fires when on safety. Has done it twice. Last time the trigger guard broke when it discharged. Was carrying it over shoulder when it discharged. No alterations have been done to the trigger per customer. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	710/7MM REM MA	27412	71229876	PZ	6/9/2005 2:27:27 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	SCOPE BASE	U			

CONCERN: FIRED ON SAFETY

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
Per Ilion - Replace w/85635 - M/770, 7MM REM MAG @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$167					

3/21/12: Per Ilion - Could not duplicate concern. TA has excessive preplay. To restore confidence in rifle. Ilion has ordered a replacement rifle. Ramac 85635 @ n/c. SAP order # 1328230. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/15/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		PZ
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Condition	---Select---	
Magazine	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	DIRTY,LITE RUSTING
Overall	Stock Condition	Slightly Worn; Functioning	TRIG GUARD BROKEN
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/710 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	N/A
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS AN EXCEPTIONAL AMOUNT OF PREPLAY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

24"  
P26/05  
4.5#

## Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: PRODUCT SERVICE

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

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 information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00012080	Serial Number / Description 71229876 Model 710 RIFLE	Date of Request: 02/07/2012 Date Printed: 02/07/2012																														
Customer: JAMES CARTER 241 BARTON FERRY RD WESTPOINT, MS 39773 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US																															
Email: JACA0466@COMCAST.NET	Email:																															
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 repaired and returned. If not, you will be contacted with an estimate before work is performed.																																
Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION																																
Service Request Section fires when on safety. has done it twice. last time, the trigger guard broke when it discharged. w as carrying it over his shoulder when it discharged the last time. no alterations have been done to the trigger assembly or the gun per consumer.																																
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