

Remington Arms Co., Inc.
Product Service
Legal Case #:7353

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
259465	2/21/2012	2/1/2012	2/24/2012				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dustin	Hasty	543 Schley St	Mansfield	LA	71052		H 318-518-7841 E rifelman3030@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in his deer stand	Cause:4013 Broken or Missing Parts		Unknown	
S Fired on safety release	Concern:1007 Fired on Safe Release			
C				

2/1/12 Per call from Hasty, his receiver insert assm broke where the bolt handle is and after it broke it would fire on safety release and he shot a hole in his deer stand.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06 sprg	27410	71053884	AW	3/22/2002 8:46:51 AM
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
Repair no charge under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.27	3/6/2012				

2/1/12 Emailing ARS.cm 2/24/12 Repair no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4013	Broken or Missing Parts	RIFLE WAS RECEIVED UNASSM WITH THE INSERT BROKEN UNABL TO DETERMINE HOW THE BREAK OCCURED. WE HAVE SEEN THESE KINDS OF BREAKS/CRACKS BEFORE
Barrel	Description		22" 3006 SPRG
	Date Code		AW
	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	---Select---	N/A
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	ACTION COVERED WITH A DRIED LUBE
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/710 SAFETY
	Function	Like new; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Abused; Not Functioning	PLATE BROKEN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	Other Remington	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7353

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number
SR00011589

Serial Number / Description
71053884

Date of Request: 02/01/2012

Date Printed: 02/01/2012

Customer:

DUSTIN HASTY
543 SCHLEY ST
MANSFIELD, LA 71052 US

Email: rifelman3030@yahoo.com

Destination:

Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

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

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

71053884

Model: 710



RE00259465

RECEIVED
FEB 27 2012

BY:

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

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

Model Number:	710	Serial Number:	71053884
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Dustin Hasty		Date of Purchase:	
Address (no PO Boxes): 543 Schley St.			
City: Mansfield	State: La	Zip: 71052	
Phone (Daytime): 318-518-7841	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) www.Arifelman3030@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: Part # 11 in diagram the Receiver insert assembly is broken just aft of the bolt handle at full battery.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Corelock	
Other (i.e. bullet weight/type, shot size, powder): 150 gr			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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

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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 SR00011589	Serial Number / Description 71053884	Date of Request: 02/01/2012 Date Printed: 02/01/2012
Customer: DUSTIN HASTY 543 SCHLEY ST MANSFIELD, LA 71052 US Email: rifelman3030@yahoo.com		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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.

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Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00011589
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #7353



ARS LABEL REQUEST FORM

DATE:	02/01/2012	Service Request #	SR00011589
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellcs		
	email address:	Christy.Mitchell@remington.com	

Business:

Remington Service
 PO Box 700
 Madison, NC 27025-0700
 www.remington.com

LABEL INFORMATION

MAIL LABEL TO:

DUSTIN HASTY
 543 SCHLEY ST
 MANSFIELD, LA 71052 US
 SR00011589
 Email: rifelman3030@yahoo.com

RETURN ITEM TO:

ILN
 Arms Services

4XX596 FEB 1, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969067094858 ALL CURRENCY USD
 REF 1:SR00011589
 REF 2:
 HANDLING CHARGE 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 1.00
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 11.38 PUB+HANDLING 11.38

ATTN: Prod Serv #7353







