

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7348

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261546	3/12/2012	1/31/2012	3/15/2012				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Clint	Presnall	911 Dcer Run Dr	Saraland	AL	36571		H 251-422-9592

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Barrel bulge	Cause:4038— Could Not Duplicate Concern		Unknown	
S Fired with safety on	Concern:1005 Unexplained Discharge Safe ON			
C				

1/31/12 Per call from Clint, he and his son were walking through the woods when one of the sling studs came off and the barrel of the gun dropped to the ground. It fired and caused a bulge in the barrel. He picked it up and looked and the safety was still on.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71076384	WW	8/27/2002 8:48:30 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		Y			

CONCERN: FOS

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
Upgrading to #84024 for \$504 + tax						
	Repair/Replacement Cost	Repair/Replacement Date				

1/31/12 Sending ARS. Offered to replace with a 770 or 700 SPS Syn no charge. His is one that is listed as recalled for the safety detent spring.cm 3/15/12 Upgrading to #84024 for \$504 + tax.cm

Examination[Remington/CF/BA]

1324554 del. 726 ILW

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/13/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	NO BULGE FOUND IN BBL,METAL RUSTY/DIRTY THIS STYLE TPA NO LONGER AVAILABLE
Barrel	Description		22" 270 WIN
	Date Code		WW
	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	BRASS WASH
	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	METAL RUSTY
	Stock Condition	Slightly Worn; Functioning	DIRTY, GRIP CAP MISSING
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

22<sup>4</sup>  
WW4/02  
5#

7348

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7348

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 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.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>	01/31/2012
SR00011533	71076384	<b>Date Printed:</b>	01/31/2012
Model 710 RIFLE Caliber: 270			
<b>Customer:</b>		<b>Destination:</b>	
CLINT PRESNALL		Arms Services	
911 DEER RUN DR		14 Hoefler Ave	
SARALAND, AL 36571 US		Ilion, NY 13357 US	
<b>Email:</b> Christy		<b>Email:</b>	

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		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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:	Remington Model 710	Serial Number:	71076384
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Clint Presnall		Date of Purchase:	
Address (no PO Boxes): 911 Deer Run Dr.			
City: Saraland	State: AL	Zip: 36571	
Phone (Daytime): 251-422-9592	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ClintPresnall@AOL.COM			
E-mail Address: Note: please call.. NO Emails associated with this incident. <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: This gun discharged while on safety! This incident occurred on Jan. 30th, 2012 while hunting with my 8 yr. old son. This gun discharged only a few feet in front of my sons feet while we were walking to our stand! This actually has frightened my son to the point that he won't get around guns and I'm having to re-assure him that there safe as long as handled correctly. I question this Model of remington rifles and don't care to have repaired or back in my possession. please notify me upon receiving and where this issue is being addressed!			
Ammunition Information: Remington 130gr. Core-LokT.			
Manufacturer: Remington	Type: Core-LokT		
Other (i.e. bullet weight/type, shot size, powder): NO other Ammunition!			
Handload Information:			
Powder Used:	N/A		Powder Weight:
Case/Hull Used:	N/A		Primer Used:
Bullet Type/Shot Size:	N/A		Reloader Used:

## ARS LABEL REQUEST FORM

<b>DATE:</b> 01/31/2012	<b>Service Request #</b> SR00011533
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchellcs	
<b>email address:</b> Christy.Mitchell@remington.com	

<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>	CLINT PRESNALL 911 DEER RUN DR SARALAND, AL 36571 US SR00011533  Email: Christy
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services

4XX598 FEB 1, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GNDCOM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5989067802298 ALL CURRENCY USD  
 REF 1:SR00011533  
 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 10.88 PUB+ HANDLING 10.88

<b>ATTN: Prod Serv #7348</b>
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