

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8207

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
291130	12/3/2012	12/4/2012	12/4/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Rolane Appliance	Gary	Rolane Applianc	2108 N. Main St	Hazard	KY	41701		W 606-436-3552 F 606-436-6062

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S	Fired when closing bolt Concern:1008 Fired on Bolt Closing			
C				

11/27/12 Per call from Gary, his customer bought this rifle from Walmart about 3 years ago. Recently it fired when he closed the bolt. Also, it appears broken behind the bolt.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7MM REM MA	27412	71341291	RA	11/28/2006 5:14:25 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 0324	SCOPE BASE	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, replace TPA, check over and test at no charge						

Repair/Replacement Cost	Repair/Replacement Date
41.15	12/10/2012

11/27/12 Will fax ARS to Gary.cm 12/10/12 Per Ilion, trigger plate broken. Replace TPA, check over and test at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/4/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO

Cause	4013	Broken or Missing Parts	TRIG PLATE BROKEN
Barrel	Description		24" 7MM REM MAG
	Date Code		RA
	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; Not 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; Not Functioning	
	Tests	Test Fired	False
Feeding			

Test		False	
Trigger	Condition	Abused; Not Functioning	PLATE IS CRACKED AND RIGHT SIDE PLATE DAMAGED, APPEARS FROM CONTACT WITH FIRING PIN HEAD WILL FOLL
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	Other Remington	

## Service Request

## Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8207

24"  
RA11/01

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 SR00036483	Serial Number / Description 71341291 Model 710 RIFLE	Date of Request: 11/27/2012 Date Printed: 11/27/2012																																
Customer: ROLANE APPLIANCE C/O GARY 2108 N. MAIN ST HAZARD, KY 41701 US Email:	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.																																		
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION																																		
Prod Serv #8207																																		
<table border="1"> <thead> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Serial Number: 71341291</td> <td>Model: 710</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="8"> </td> </tr> <tr> <td colspan="8">RE00291130</td> </tr> </tbody> </table>			Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	Serial Number: 71341291	Model: 710															RE00291130							
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Serial Number: 71341291	Model: 710																																	
RE00291130																																		
<p>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.</p> <p>Sub Total: .00 Est Sales Tax: .00 Grand Total: \$ .00</p>																																		

RECEIVED  
DEC 05 2012

BY: \_\_\_\_\_

T1219: plate broken.  
Rep. TPA, check over +  
Test M/C

# 230145

I BOUGHT THIS GUN ABOUT 2 1/2-3 YEARS  
AGO AT WALMART IN DRY RIDGE KY.

I HAVE SHOT THIS GUN ABOUT LESS THAN A  
BOX OF SHELLS THROUGH IT. WHEN YOU PUT THE  
BOLT IN THE GUN FIRES!! IT LOOKS LIKE THE  
GUN IS BROKE BELOW THE BOLT AND 7.

PLEASE REPAIR OR REPLACE AS SOON AS POSSIBLE  
I DO NOT HAVE SALES RECEIPT.

Charles Fugate

PLEASE SEND BACK TO

Charles Fugate

P.O. Box 27

Cornetts KY 41729

(606) 438-8721

# Remington®

## FACSIMILE TRANSMITTAL SHEET

To: Gary Date: 11/27/12  
Company: Rolane Appliance From: Christy Mitchell  
Fax No.: 606-436-6062 Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:


#### PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700  
Phone 336-548-8700 • [www.remington.com](http://www.remington.com)

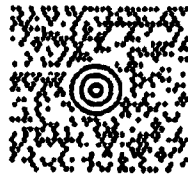
ROLANE APPLIANCE  
C/O GARY  
HAZARD KY 41701

10 LBS

1 OF 1

RS

SHIP TO:  
PROD SERV #8207  
ARMS SERVICES  
14 HOEFER AVE  
ILION NY 13357

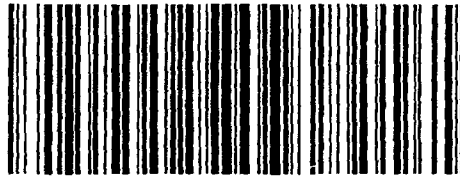


NY 135 0-01



**UPS GROUND**

TRACKING #: 1Z 4XX 596 90 6609 4243



BILLING: 3RD PARTY  
DESC: Firearms  
RETURN SERVICE

REF 1:SRD0036483

W6 15.0.10 Zebra ZP Ser 33.0A 10/2012



SEE NOTICE OVERSEAS regarding UPS terms and conditions of liability, where allowed by the applicable country. UPS is not a forwarding agent for export control and customs purposes. If imported from the United States, the importer must file the appropriate paperwork and pay any duties or taxes. See the contract with the Export Administration Regulations, Chapter 10, Section 10.1.10 for more information.

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) <<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)

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Arms Services  
SR# SR00036483  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Prod Serv #8207





TRANSMISSION VERIFICATION REPORT

TIME : 11/27/2012 18:50  
 NAME :  
 FAX : 3365487823  
 TEL :  
 SER.# : BRO00J148005

DATE, TIME  
 FAX NO./NAME  
 DURATION  
 PAGE(S)  
 RESULT  
 MODE

11/27 18:50  
 15064365062  
 00:00:46  
 04  
 OK  
 STANDARD  
 ECM

# Remington.

FACSIMILE TRANSMITTAL SHEET

To: Gary Date: 11/27/12  
 Company: Rolene Appliance From: Christy Mitchell  
 Fax No.: 606-436-6062 Fax No.: \_\_\_\_\_  
 Phone No.: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Number of pages including Cover Sheet: \_\_\_\_\_

COMMENTS:


## ARS LABEL REQUEST FORM

DATE:	11/27/2012	Service Request #	SR00036483
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellcs		
	email address:		

<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>	ROLANE APPLIANCE C/O GARY 2108 N. MAIN ST SR00036483 HAZARD, KY 41701 US Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services

4XX596 NOV 27, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969066094243 ALL CURRENCY USD  
 REF 1:SR00036483  
 REF 2:  
 HC 0.00 CNS 0.00 FRT: 3RD  
 SHIPMENT PUB RATE CHARGES: SVC T/P USD  
 DV 0.00 COD 0.00 RS 0.60  
 DC 0.00 DGD 0.00  
 AH 0.00 PR 0.00 ROD 0.00  
 TOT PUB CHG 9.69 PUB + HANDLING 9.69

<b>ATTN: Prod Serv #8207</b>
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