

Remington Arms Co., Inc.
Product Service
Legal Case #:5962

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		3/4/2011	4/16/2012	2/20/2011			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		David	Smith	1000 Anglim St. Apt. C	San Clemente	CA	92672		H 503-970-9209 E raceman7788@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		Unknown
S	Concern:1028	Fired With Safe ON		
C	FBC			

Customer sent in an email. He stated that he took his wife & mother-in-law to the range on 2/20/11. He stated while the mother-in-law was using the rifle, she had a FBC and the rifle was on Safe. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71230248		6/7/2005 10:42:51 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	G I JOES INC		U			

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
			Remington/710/CF/BA			
Gun not returned to Ilion						
	Repair/Replacement Cost	Repair/Replacement Date				

3/4/11: Emailed letter & form. Media Coord. will email ARS. df 4/16/12: Gun not returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

3962

Reference # 110221-000064
Status Updated
Assigned To Administrators Dell -
Product Law Enforcement
SLA Not specified
Queue CSR
Date Created 02/21/2011 03:26 PM
Initial Response 03/01/2011 04:46 PM
Last Updated 03/03/2011 10:26 PM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

Model 710 miss fire

Discussion Thread

Customer (David Smith) 03/03/2011 10:26 PM

Hello,
The serial number is 71230248, the caliber is .270win. My address is 1000 Anglim st. Apt. C San Clemente, CA 92672. My phone number is 503-970-9209.

Thank you,
Cpl Smith, David

On 3/1/2011 1:46 PM, Remington Information wrote:

Response (Dell -) 03/01/2011 04:46 PM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,
Dell

Customer (David Smith) 02/21/2011 03:26 PM

To Whom this may concern,
Yesterday I went to a local range with my wife and mother-in-law. While my mother-in-law was firing the weapon she was chambering another round and as soon as she locked the bolt the rifle fired without her finger being on the trigger and the weapon was on safe. please email me back at either raceman7788@aol.com or david.l.smith12@usmc.mil. thank you very much

Regards,
Cpl Smith, David
(503) 970-9209

Primary Contact

First Name: David
Last Name: Smith
Organization:
Login: raceman7788@aol.com
Title:
Contact Type:
Email: raceman7788@aol.com

Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:

Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Remington®

David Smith
1000 Anglim St. Apt C
San Clemente, CA 92672
Ph: 503-970-9209
Email: raceman7788@aol.com

Ref: # 5962, Model 710, Serial# 71230248

Dear Mr. Smith,

You will receive a shipping label for UPS by email in 2-3 business days. Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <p style="text-align: center;">500 characters left</p>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input style="width: 90%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
Brand of lubricant used: <input style="width: 90%;" type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input style="width: 80%;" type="text"/>
What were the services performed? <input style="width: 95%;" type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p style="margin-left: 40px;">:: Record the serial number of your firearm before sending it.</p> <p style="margin-left: 40px;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="margin-left: 80px;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="margin-left: 40px;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="margin-left: 40px;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Fulcher, Dell Marie

From: postmaster@remington.com
To: raceman7788@aol.com
Sent: Friday, March 04, 2011 10:04 AM
Subject: Relayed: Message relayed (raceman7788@aol.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

raceman7788@aol.com

Subject:

Remington.

www.remington.com



Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	3/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION:	Ref# 5962 rifle		

LABEL INFORMATION

MAIL LABEL TO: David Smith 1000 Anglim St. Apt C San Clemente, CA 92672 Ph: 503-970-9209 Email: raceman7788@aol.com	Email ARS to
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

~~PLEASE COMPLETE ALL PARTS OF THIS FORM~~

raceman7788@aol.com

4XX596 MAR 7, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065405748
REF 1: DAVID SMITH/CD/DMF
REF 2: 5962/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 1.00
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 12.96	PUB+HANDLING	SP 0.00
		12.96