

Remington Arms Co., Inc.
Product Service
Legal Case #:8235

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
294933	1/4/2013	11/28/2012	1/7/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bryant	Culpepper	2101 Hedrick Rd.	Bessemer	AL	35022		H 205-422-2121 E bryantculpepper@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

11/28/12: Customer called in. He said he had a FBC with rifle several weeks ago. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006 SPRG	27410	71257372	XZ	12/1/2005 2:37:11 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		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 - Quote to repair @ 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

11/29/12: Mailing ARS & forms. Box order# 1411317. df 1/9/13: Per Ilion - Could not duplicate concern. To restore confidence in rifle, can offer to replacc TA, clean & test @ 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		XZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Firing Pin	Slightly Worn; Functioning		

Bolt	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	MAG LATCH BROKEN
Overall	Exterior Condition	Slightly Worn; 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	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com

Estimating Report

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

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00294933	Serial Number / Description 71257372 Model 710 Center Fire Caliber: 3006 SPRG	Date Received: 01/04/2013 Estimate Date: 01/07/2013 Date Printed: 01/11/2013
Customer: BRYANT CULPEPPER 2101 HEDRICK RD. BESSEMER, AL 35022 US	Return To: BRYANT CULPEPPER 2101 HEDRICK RD. BESSEMER, AL 35022 US	

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp.Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

If you desire any change, please use the reverse side for your comments and mark this box.

Problems	
Reported	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern. restore confidence in rifle can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F301265	Part	710 REC. INSERT ASSB. COMPLETE	1	Billable	1	60.00	50	30.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 58.50

Est Sales Tax: 1.20

Grand Total: \$59.70

Fulcher, Dell Marie

From: postmaster@remington.com
To: bryantculpepper@aol.com
Sent: Friday, January 11, 2013 4:14 PM
Subject: Relayed: Message relayed (bryantculpepper@aol.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

bryantculpepper@aol.com

Subject:

Remington®

722
X2/12/05
S.S.H

November 29, 2012

8235

Bryant Culpepper
2101 Hedrick Rd.
Bessemer, AL 35022
Phone: 205-422-2121

Ref: # 8235, Model 710, Serial # 71257372

Dear Mr. Culpepper,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7883

enclosure

Serial Number:

71257372

Model: 710



RE00294933

could not dup. concern.
To restore comb. in Rifle
2 AAO then to Rep. TPA, clear +
test at 1/2 normal cost.

RECEIVED
JAN 09 2013

Q

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

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

Service Request Number	Serial Number / Description	Date of Request: 11/29/2012			
SR00036923	71257372	Date Printed: 11/29/2012			
Model 710 Center Fire Caliber: 3006					
Customer:		Destination:			
BRYANT CULPEPPER		Arms Services			
2101 HEDRICK RD.		14 Hoefler Ave			
BESSEMER, AL 35022 US		Ilion, NY 13357 US			
Email:		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					
Product Service # 8235. dmf					
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
					Grand Total: \$.00

Print

Reset

Model Number: <u>710</u>		Serial Number: <u>71257372</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Bryant W. Pepper</u>		Date of Purchase: <u>? maybe 2006</u>	
Address (no PO Boxes):			
City: <u>Bessemer</u>		State: <u>AL</u>	Zip: <u>35022</u>
Phone (Daytime): <u>205-422-2121</u>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>bryantwpepper@aol.com</u>			
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: During Loading a new Round in the chamber The gun went off when I slid the Bolt forward. This happened two different occasions. Also, the first time I ever had the gun out shooting, the latch that holds the clip in broke off.			
500 characters left			
Ammunition Information: <u>Express Core-Lock</u>			
Manufacturer: <u>Remington</u>		Type: <u>30-06 Springfield</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150gr - 165gr</u> <u>mostly</u>			
 Handload Information: Powder Used: _____ Powder Weight: _____ Case/Hull Used: _____ Primer Used: _____ Bullet Type/Shot Size: _____ Reloader Used: _____ 			
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____

How often do you clean the bore? (Months or Number of rounds) After Every use, maybe every 3 months

How often do you clean the action? (Months or Number of rounds) Same

How often do you clean the trigger assembly? (Months or Number of rounds) Never Don't really know?

Brand of tubricant used: _____

How often do you lubricate the bore? (Months or Number of rounds) once a month

How often do you lubricate the action? (Months or Number of rounds) once a month

How often do you lubricate the trigger assembly? (Months or Number of rounds) Never

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never

What were the services performed? N/A

Ship your INSURED firearm by either UPS or Parcel Post to:

my Address	Remington's Address
2101 Hendrick Rd Bessemer AL 35022	Product Service ARMS services 14 Hoefler Ave Elion NY 13357

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.

:: Record the serial number of your firearm before sending it.
 :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,
 ship in a firearm box. (Note: Original boxes may not be returned.)
 :: Remove all accessories from your firearm to prevent loss or damage.
 :: Provide a return address on both the outside and inside the box. Shipments without a proper

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.

ARS LABEL REQUEST FORM

DATE: 11/29/2012	Service Request #	SR00036923
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fulcherdm	email address:	I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.remington.com
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LABEL INFORMATION

MAIL LABEL TO:	BRYANT CULPEPPER 2101 HEDRICK RD. BESSEMER, AL 35022 US SR00036923 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 NOV 29, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969006689093 ALL CURRENCY USD
 REF 1:SR00036923
 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 0.50
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TGT PUB CHG 10.31		PUB+ HANDLING 10.31

ATTN: Product Service





