

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9552

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/27/2013					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Guillotte	1856 Faith Pl.	Terrytown	LA	70056		H 504-252-7308 E david.guillotte@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

11/27/13: RightNow email forwarded to me from David Guillotte, says that the gun has fired on several occasions when the safety is released. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/243 WIN	27416	71289294		3/20/2006 4:49:57 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		N			

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
Repair/Replacement Cost	Repair/Replacement Date					

11/27/13: I sent ARS, and Service Request by email. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

<b>Reference #</b> 131120-000086
<b>Status</b> Updated
<b>Assigned To</b> Administrators J.B. -
<b>Product</b> Firearms Parts & Repair
<b>SLA</b> Not specified
<b>Queue</b> CSR

<b>Date Created</b> 11/20/2013 07:58 PM
<b>Date Initial Solution Response</b> 11/21/2013 05:00 PM
<b>Last Updated</b> 11/26/2013 09:48 AM

<b>Customer SmartSense</b> +2 (on -3 to +3 scale)
<b>Staff SmartSense</b> +1 (on -3 to +3 scale)

**model 710**

**Discussion Thread**

**Customer (David Guillotte)**

11/26/2013 08:58 AM

David Guillotte  
1856 Faith Pl.  
Terrytown, La. 70056  
504-252-7308  
serial no.: 71289294

On Thu, 11/21/13, Remington Information <info@remington.com> wrote:

Subject: model 710 [Incident: 131120-000086]  
To: david.guillotte@yahoo.com  
Date: Thursday, November 21, 2013, 10:00 PM

```
#yiv1117426535 td.yiv1117426535header {}
#yiv1117426535 td.yiv1117426535text
{padding-left:4px;padding-right:4px;}
#yiv1117426535 td.yiv1117426535label {}
#yiv1117426535 td.yiv1117426535data {}
#yiv1117426535 p {margin-bottom:0;}
#yiv1117426535 p.yiv1117426535MsoNormal, #yiv1117426535
li.yiv1117426535MsoNormal, #yiv1117426535
div.yiv1117426535MsoNormal {margin:0;}
#yiv1117426535 p.yiv1117426535MsoListParagraph,
#yiv1117426535 li.yiv1117426535MsoListParagraph,
#yiv1117426535 div.yiv1117426535MsoListParagraph
{margin-left:48px;margin-bottom:0;margin-top:0;}
model 710
```

**Response (Jonsie -)**

11/21/2013 05:00 PM

Dear sir,  
Thank you for contacting Remington Arms! The gun absolutely needs to come in for evaluation if it is firing out of battery. As long as you are in the US, we will be glad to assist you with this repair; however, a service request would need to be issued. To do that, we need the serial number of the gun, your name, mailing address and phone number. Once we receive all this information from you, we will send you two emails. The first one will be your actual service request number and instructions, and the second email will follow approximately 24-48 hours later that will have an attachment of a UPS, pre-paid, insured shipping label. You will need to print that attachment and take it either to a UPS hub or hand it to a UPS driver. (The small UPS stores will not handle gun shipments.)

**Customer (David Guillotte)**

11/20/2013 07:58 PM

Dear Sir:  
I have a model 710, .243 that I traded with my brother-in-law about 5 years ago so I'm not the original owner of this gun. I never new anything about the problem with the gun discharging on releasing the safety. Back in 2011, I was deer hunting and when I released the safety, the gun went off on me. With warm weather gloves on, I thought maybe my finger was inside the trigger guard, so I didn't think nothing of it and blew it off as my mistake. In 2012, my son hunted with the rifle, missing a deer that teed him off severely because when he released the safety, it went off on him. Still not knowing about this problem, I blew it off again thinking he made the mistake of leaving his finger inside the trigger guard. I told him to make sure when you flip the safety off, make sure your finger is no where near the trigger. When that happened, I told a freind of mine what happened to my son not mentioning what happened to me the previous year. He told me about the safety malfunction with the model 710 and said there was a web site to see if this rifle was considered. I found your site and entered my serial number sometime last year and told me that my model was not considered for the recall. Well sir, I used this rifle last weekend, checking it before deer season starts and I made very well sure that I flipped the safety off with no finger near the trigger. The very first round I threw in there went off on me flipping the safety off for the second time on me which makes it 3 times total. I went back to your web site today to enter the serial number again and it told me that this model was not considered for this recall. I want this rifle looked at, and I believe you need to look at a wider range of these models. If I would have never heard of this problem, I would have disregarded this rifle to the side. I would never even think of trading something in so dangerous like this because this rifle in the wrong hands will kill someone. Knowing of this problem, I'm sure there are more rifles like this and you should encourage the original owners to know of this problem. Maybe you have and that is a good thing, but I'm wondering if this trade was made for this reason which.....makes me wonder. My brother-in-law denies this ever happening to him, but I don't care. It's happening to me!!! You need to look at this rifle please. I don't want it recalled...just fix it please.

Thank you,  
David Guillotte

504-252-7308

**Primary Contact**

First Name: David

Last Name: Guilotte

Organization:

Login: david.guilotte@yahoo.com

Title:

Contact Type:

Email: david.guilotte@yahoo.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**

## ARS LABEL REQUEST FORM

DATE:	11/27/2013	Service Request #	SR00069229
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:		email address:	Jesse.living@remington.com

<b>Business:</b>	Remington Service PO Box 700 Madison, MO 67025-0700 www.remington.com
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	DAVID GUILLOTTE 1836 FAITH PL. TERRYTOWN, LA 70056 US SR00069229  Email: david.guillette@yahoo.com
<b>RETURN ITEM TO:</b>	ILN Arms Services



014318 NOV 27, 2013 ALL CURR USD 1 OF 1  
 LNO UNOCOM ACT WT 10.0 LBS  
 100X INCH 124 00000000342537  
 REF 1 SR00069229  
 REF 2:

HANDLING CHARGE \$ 00	PIECE	FUR	RATE	CHGS:	SVC	T/P	USD	
0V	0	00		COD	0	00	RS	1.00
0C	0	00		DD	0	00	DD	0.00
0H	0	00		PP	0	00	SP	0.00
107	FUR	CHG	12.38		RJS-HANDLING			12.38

<b>ATTN: Product Service</b>
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