

Remington Arms Co., Inc.
Product Service
Legal Case #:8829

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
324000	10/14/2013	4/22/2013	10/25/2013	4/21/2013			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Kathleen/Chris	McDaniel	6263B FM 1374	New Waverly	TX	77358		H 936-355-6106 F 936-291-8582
Incident		Justin/ Tina	Mallard	19479 Wells Rd	Conroe	TX	77306	17	C 281-622-7366 E prettybookie266@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when releasing the safety	Cause:4013 Broken or Missing Parts Concern:1007 Fired on Safe Release	Unknown	
C				

4/22/13: Per call from Christopher - his brother, Justin, was using Christopher's M/710 rifle on 4/21/13 and it fired when he moved it from Safe to Fire. It blew the trigger out and broke the trigger guard. It injured Justin's finger but he did not need medical attn. It was swollen and had a scratch on it. Christopher is the owner of the rifle. His mother gave it to him as a gift.cm 5/8/13: Per call from Tina, Justin's mother, his finger is still numb a bit but he's ok. He is 17 and is developmentally slow. They had him go out the next day and shoot again to get him over being afraid of shooting. She has some of the fired Remington rounds.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7MM REM MA	27412	71230380	PZ	6/10/2005 1:02:48 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE BASE	Y			

CONCERN: TRIGGER BROKE WHILE FIRING - INJURY

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
Per Release: Replace gun w/Item# 85635	Y	10/22/2013				
	Repair/Replacement Cost	Repair/Replacement Date				

\$146

4/22/13: Emailing ARS.cm 4/29/13: Tina Mallard called in. She said they needed a rifle box. Box Order# 1498097. Tina said she did not receive ARS label & paperwork by email - I emailed it again & asked her to check it later today. df 5/8/13: Emailed L. Jones to send an ARS for the remaining unfired and fired brass. Mailed ARS to Tina for rifle. Email address is Christopher so she's not getting the info.cm 10/18/13: Gun received in Ilion & exam completed - broken trigger was the only fault found. I received an email from Leanne J. in Lonoke - "We finally got the product received in today for review. It is not Remington product, but Winchester. I have attached a picture of the 4 unfired and 2 fired Winchester shells". As a gesture of goodwill & with a Release - I will offer to replace in exchange with ramac 85635 - M/770, 7mm Rem Mag w/scope. Left Tina Mallard a VM to contact me. df 10/18/13: Kathleen McDaniel is the actual owner of the gun & I spoke w/her. She agreed w/replacement rifle & I faxed a Release to her. Her address is 6263B FM 1374 New Waverly, TX 77358. Phone: 936-355-6106, Fax: 936-291-8582. Dealer is Gun Emporium in Conroe, TX, Phone: 936-441-4040. Ron @ store apprvd shipment & is emailing a current FFL. df 10/25/13: Received signed & notarized Release from Kathleen McDaniel. Ramac 85635 is on SAP Order# 1556048. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/15/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4013	Broken or Missing Parts	TRIGGER BROKEN. ONLY FAULT FOUND
Barrel	Description		24" 7MM REM MAG
	Date Code		PZ
	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	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER BROKEN
	Pull	---Select---	N/A
	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	

Remington®

October 18, 2013

Kathleen McDaniel
6263B FM 1374
New Waverly, TX 77358

Ref # 8829

Dear Ms. McDaniel,

Please review the following Release. If you are in agreement with our terms, please take it to a Notary to be completed by them & you.

Mail the Release to my attention at the following address:

Remington Arms Co., LLC
Attn: Dell Fulcher/Consumer Affairs Administrator
PO Box 700
Madison, NC 27025-0700

We apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

df
enclosure

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

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS:

That I Kathleen McDaniel, having an address of 6263B FM 1374 New Waverly, TX 77358 being of lawful age, in consideration of and upon receipt of 1 of Item# 85635 - Model 770 SYN 7MM REM MAG 24" W/SCOPE (new in box) ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, LLC its/their parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors and any other persons or entities ("Releasees") from all debts, claims, demands, damages, costs, expenses, injuries, actions and causes of action whatsoever nature or kind, whether known or unknown, on account of, resulting, or which may result from an incident or incidents occurring in or about 4/21/2013 which I have alleged was caused while using products manufactured and/or sold by Releasees.

I further state that receipt by me of the Consideration described above constitutes a full and complete release and settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists. In addition, by my signature below, I hereby release and transfer over to Remington Arms Company, LLC title to and ownership of the products identified below. The products alleged to be involved in my claim are listed below.

It is understood and agreed that this Release of All Claims is not and shall not be considered an admission of liability for any violation of any law, statute or regulation, any breach of contract, actual or implied, or any commission of any tort on the part of Releasees, by whom such liability is expressly denied.

I will not disclose the terms of this Release of All Claims to any third party, for any reason whatsoever, without the express prior written authorization of the Releasees or as may otherwise be required by law.

I acknowledge that I have carefully read and understand the contents of this Release of All Claims and sign the same as my own free act.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this 22nd day of October, 2013.

Kathleen McDaniel

Print Name

Kathleen McDaniel

Signature

REDACTED REDACTED

Social Security Number or Driver's License #



Notary signature: Stephen K. Hope

Products alleged to be included in claim(s):
Model 710, 7mm Rem Mag, Serial # 71230380

McDaniel
62636 FM 1374
New Waverly TX
77358

NORTH HOUSTON TX 773

22 OCT 2013 PM 3 L



Dell Fulcher
Consumer Affairs Adm.
Remington Arms Co. LLC
PO Box 700, Madison NC
27025-0700

710175

Remington®

FACSIMILE TRANSMITTAL SHEET

To: Kathleen McDaniel Date: 10/18/13

Company: _____ From: Dell Fulcher
Consumer Affairs Administrator

Fax No.: 436 291 1716 Fax No.: 336-548-7872
~~936-291-8582~~

Phone No.: 936-355-6106 Phone No.: 1-800-243-9700 ext 8686

Number of pages including Cover Sheet: 3

COMMENTS:

Please see the following Cover Letter and Release.

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, LLC • P.O. Box 700 • Madison, NC 27025-0700
Phone 1-800-243-9700 • www.remington.com



October 18, 2013

Kathleen McDaniel
6263B FM 1374
New Waverly, TX 77358

Ref # 8829

Dear Ms. McDaniel,

Please review the following Release. If you are in agreement with our terms, please take it to a Notary to be completed by them & you.

Mail the Release to my attention at the following address:

Remington Arms Co., LLC
Attn: Dell Fulcher/Consumer Affairs Administrator
PO Box 700
Madison, NC 27025-0700

We apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

df
enclosure

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

PS 30786

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS:

That I Kathleen McDaniel, having an address of 6263B FM 1374 New Waverly, TX 77358 being of lawful age, in consideration of and upon receipt of 1 of Item# 85635 – Model 770 SYN 7MM REM MAG 24" W/SCOPE (new in box) ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, LLC its/their parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors and any other persons or entities ("Releasees") from all debts, claims, demands, damages, costs, expenses, injuries, actions and causes of action whatsoever nature or kind, whether known or unknown, on account of, resulting, or which may result from an incident or incidents occurring in or about 4/21/2013 which I have alleged was caused while using products manufactured and/or sold by Releasees.

I further state that receipt by me of the Consideration described above constitutes a full and complete release and settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists. In addition, by my signature below, I hereby release and transfer over to Remington Arms Company, LLC title to and ownership of the products identified below. The products alleged to be involved in my claim are listed below.

It is understood and agreed that this Release of All Claims is not and shall not be considered an admission of liability for any violation of any law, statute or regulation, any breach of contract, actual or implied, or any commission of any tort on the part of Releasees, by whom such liability is expressly denied.

I will not disclose the terms of this Release of All Claims to any third party, for any reason whatsoever, without the express prior written authorization of the Releasees or as may otherwise be required by law.

I acknowledge that I have carefully read and understand the contents of this Release of All Claims and sign the same as my own free act.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this _____ day of _____, 20____.

Print Name

Signature

Social Security Number or Driver's License #

Notary signature: _____

Products alleged to be included in claim(s):
Model 710, 7mm Rem Mag, Serial # 71230380

TRANSMISSION VERIFICATION REPORT

TIME : 10/18/2013 14:01
NAME :
FAX :
TEL :
SER.# : BROJ2J401571

DATE, TIME	10/18 14:00
FAX NO. /NAME	19362911716
DURATION	00:00:52
PAGE(S)	03
RESULT	OK
MODE	STANDARD
	ECM

Remington.[®]

October 18, 2013

COPY

Kathleen McDaniel
6263B FM 1374
New Waverly, TX 77358

Ref # 8829

Dear Ms. McDaniel,

Please review the following Release. If you are in agreement with our terms, please take it to a Notary to be completed by them & you.

Mail the Release to my attention at the following address:

Remington Arms Co., LLC
Attn: Dell Fulcher/Consumer Affairs Administrator
PO Box 700
Madison, NC 27025-0700

We apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

df
enclosure

RELEASE OF ALL CLAIMS

COPY

KNOW ALL PERSONS BY THESE PRESENTS:

That I Kathleen McDaniel, having an address of 6263B FM 1374 New Waverly, TX 77358 being of lawful age, in consideration of and upon receipt of 1 of Item# 85635 – Model 770 SYN 7MM REM MAG 24" W/SCOPE (new in box) ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, LLC its/their parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors and any other persons or entities ("Releasees") from all debts, claims, demands, damages, costs, expenses, injuries, actions and causes of action whatsoever nature or kind, whether known or unknown, on account of, resulting, or which may result from an incident or incidents occurring in or about 4/21/2013 which I have alleged was caused while using products manufactured and/or sold by Releasees.

I further state that receipt by me of the Consideration described above constitutes a full and complete release and settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists. In addition, by my signature below, I hereby release and transfer over to Remington Arms Company, LLC title to and ownership of the products identified below. The products alleged to be involved in my claim are listed below.

It is understood and agreed that this Release of All Claims is not and shall not be considered an admission of liability for any violation of any law, statute or regulation, any breach of contract, actual or implied, or any commission of any tort on the part of Releasees, by whom such liability is expressly denied.

I will not disclose the terms of this Release of All Claims to any third party, for any reason whatsoever, without the express prior written authorization of the Releasees or as may otherwise be required by law.

I acknowledge that I have carefully read and understand the contents of this Release of All Claims and sign the same as my own free act.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this _____ day of _____, 20____.

Print Name

Signature

Social Security Number or Driver's License #

Notary signature: _____

Products alleged to be included in claim(s):
Model 710, 7mm Rem Mag, Serial # 71230380

COPY

Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Federal Firearms License (18 U.S.C. Chapter 44)

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date specified below.
See "WARNINGS" and "NOTICES" on reverse.

ATF
Correspondence To
ATF - Chief, FFLC
244 Needy Road
Martinsburg, WV 25405-9431

Federal Firearms Licensing Center (FFLC)

License
Number

5-76-339-01-4L-37933

Expiration
Date

November 1, 2014

Business Address

(Changes? Notify the FFLC at least 30 days before the move.)

400 FM 2854
CONROE, TX 77304-0000

Type of License

-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing Certification Statement

The licensee named above shall use a copy of this license to assist a transferor of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each copy must be an original signature. A scanned or e-mailed copy of the license with a signature intended to be an original signature is acceptable. The signature must be that of the Federal Firearms Licensee (FFL) or a responsible person of the FFL. I certify that this is a true copy of the license issued to the licensee named above to engage in the business specified under "Type of License."

Mailing Address (Changes? Notify the FFLC of any changes.)

GUN MART INC
GUN EMPORIUM
400 FM 2854
CONROE, TX 77304-0000

Licensee/Responsible Person Signature

Emmett Kelly

President
Position/Title

10/19/14

Date

ATF Form 8 (531)

24"
P26/1

May 8, 2013

8829

COPY

Tina Mallard
19479 Wells Rd
Conroe, TX 77306

Subject: Case #8829, Model 710, SR# 51279

Dear Mrs. Mallard,

Please include a copy of this letter with the firearm as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
Number:

71230380

Model: 710



RE00324000

RECEIVED
OCT 16 2013

BY:.....

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

ARS LABEL REQUEST FORM

DATE: 04/22/2013	Service Request # SR00051279
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

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

LABEL INFORMATION

MAIL LABEL TO:	TINA MALLARD 19479 WELLS RD CONROE, TX 77306 US SR00051279 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 APR 23, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066158184
 REF 1:SR00051279
 REF 2:

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00	SD	0.00
AH 0.00	PR 0.00	SP	0.00
TOT PUB CHG 11.73		PUB+HANDLING	11.73

ATTN: Prod Serv #8829

ARS LABEL REQUEST FORM

DATE: 04/29/2013	Service Request # SR00051279
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: Christy.Mitchell@remington.com

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

LABEL INFORMATION

MAIL LABEL TO:	TINA MALLARD 19479 WELLS RD CONROE, TX 77306 US SR00051279 Email: prettypookie266@gmail.com
RETURN ITEM TO:	ILN Arms Services



2nd sending

1 OF 1

4XX596 APR 29, 2013 ALL CURR USD
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065067775
 REF 1:SR00051279
 REF 2:

HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 12.23	COD 0.00 DGD 0.00 PR 0.00 PUB+HANDLING 12.23
---	---

SVC T/P USD
 RS 1.00
 SD 0.00
 SP 0.00

ATTN: Prod Serv #8829









