

Williams, Gary
2001
11/10

PS00001

Arms Services: Repair & Estimate System

Repair Inquiry

Repair Number: **RE00039240** Serial: 1029653 (MSdet710) Center/Pres: Caliber Repairman: Rem Brown
Priority: **High Priority** Produced: 09/06/2001 Status: Shipped 02/27/02 4:00:10 PM

Address Information

Customer: Received From: Return To: Received From:

Name: **BARRY WILLIAMS** **REMINGTON ARMS COMPANY**

Address 1: **5769 HANCOCK DR** **ATTN: MIKE KEENEY**

Address 2: PD Box: **315 WEST RING RD** PD Box: **ELIZABETH TOWN**

City: **TOCCOA** **ELIZABETH TOWN**

State: **GA** Zip Code: **30577** Country: **US** State: **KY** Zip Code: **42701** Country: **US**

Product/Condition: Problems: Estimate: History/Status: Shipping/Billing

Problems Reported:

Code	Desc
1Y992	FIRED ON SAFE

Problems Found:

Code	Desc
MJ26	FORWARD TO PRODUCT SE

Repair Note:

Repairman's Comments:

PSR Comment:

Repair Search Refresh Close

System 5/5/15/02 11:58 AM CAPS INDM PPS 5 Arms Services R...

PS00002

File Number:	17046	Arms Service number:	39240
Last Name:	WILLIAMS	First Name:	BARRY
Street:	6769 HANGOCK DRIVE	City:	FOUCA
State:	GA	Zip:	30577
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1007
Type Concern:	S	Product Type:	P PD P S
Concern:	FIRE ON SAFE RELEASE	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Cause Code:	A040	Classification:	UNCL
Assigned To:	SANITA	UNJ UNC UND	
Settlement Detail:	REFUND TWO M7A01S; PAYDEDUC TABEE ON	Settlement Amount:	\$1,662.38
Date Opened Rem:	12/14/01	Date Opened by P/S:	12/11/01
Date of Incident:	12/10/01	Date Closed:	1/14/02
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71029653
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	12/13/01	Prelitigation:	<input type="checkbox"/>
Date of Modification:	12/13/01	Obsolete:	<input type="checkbox"/>
Comments:	Property damage truck door & seat also returned. Model: 710; serial: #71023349 on our RE39243		

PS00003

BARBER - Kinzer PPS GAL RE0005727

RD-7018

Remington Arms Company, Inc.
INCORPORATED

Remington
S.V. No. _____
Remington
Order No. _____

RECEIPTED EXPENSE BILL MUST
ACCOMPANY ALL CHARGES FOR
TRANSPORTATION

ED VIA _____ SELLER'S INVOICE NO. _____ DATE 1/12/02
SHIPPING WEIGHT _____ BOUGHT OF Barry Williams
F.O.B. _____ STREET AND NO. 6769 Hancock Drive
_____ PER CENT _____ DAYS _____ DAYS NET CITY AND STATE Tocca, Ga. 30577

QUANTITY	DESCRIPTION	AMOUNT	
	To refund purchase of two Model 710 rifles serial numbers: 71023349 & 71029653 rec'd on our RE00039243 & 00039240, and property damage claim.	1,662	38
	IN SETTLEMENT OF TOTAL CLAIM		

CHARGE	MATERIAL OR SERVICES REC'D BY	PAID	AMOUNT OF BILL	
	8850050-230145		PURCHASED BY	DATE
		APPROVED BY	CHECK NO.	NET

RECEIVED OF
REMINGTON ARMS CO. **\$ONE THOUSAND SIX HUNDRED SIXTY TWO DOLLARS---.38**

DATE _____ SIGNATURE OF PAYEE _____

PS00004

Dennis Savita

1-11-01

Thankyou for your quick
response. I am very Pleased
with the out come, I
feel that Remington has
a great person running the
Consumer Affairs Dept., my
Phone calls were always returned
Promptly and you are very
Curtious.

Attached you will find the
Receipts for both guns.

my Deductable is \$1000.⁰⁰
I carry \$500⁰⁰ on my wife's
car....

PS00005

May God Bless : : .

Thank you
Barry Williams

PROPOSAL

G "A" TRIM SHOP
 P. O. BOX 268
 TOCCOA, GA. 30577
 706-886-5052

PROPOSAL NO.
SHEET NO.
DATE 12-11-01

PROPOSAL SUBMITTED TO:

WORK TO BE PERFORMED AT:

NAME Barry Williams	ADDRESS
ADDRESS 6769 Hancock Dr	CITY, STATE
CITY, STATE Toccoa, GA 30577	DATE OF PLANS
PHONE NO	ARCHITECT

We hereby propose to furnish the materials and perform the labor necessary for the completion of

<i>truck seat cushion</i>	
<i>materials</i>	<i>42.00</i>
<i>labor</i>	<i>150.00</i>
<i>sales tax</i>	<i>2.94</i>
	<i>\$194.94</i>

All material is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of:

Dollars (\$ 194.94)

with payments to be as follows

Any alterations or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

Respectfully submitted J. Burgess
 Per **BIG A TRIM SHOP**

Note - This proposal may be withdrawn by us if not accepted within _____ days.

ACCEPTANCE OF PROPOSAL

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

SIGNATURE _____

DATE _____

SIGNATURE _____

71029653

Serial Number:

Model: 710



RE00039240

1/12/02

Ship: MIKE KEENEY

*Smington Arms Co
315 WEST Ring Rd.*

ELIZABETHTOWN, KY

42701

With note to call me for details

PS00008

Part Number: 71023349

Model: 710



RE00039243

1/12/02

Ship: MIKE KEENEY
Remington Arms Co
315 West Long Rd
Elizabethtown, Ky

42701

with note to call me for details

PS00009

File Number:	17046	Arms Service number:	
Last Name:	WILLIAMS	First Name:	BARRY
Street:	6769 HANCOCK DRIVE	City:	TOGGA
State:	GA	Zip:	30577
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1007
Type Concern:	S	Concern Code:	1007
Concern:	FIRE/DON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SANTA	Classification:	UNCL UNJ UNC UND
Settlement Detail:	AGREED TO RETURN FOR EXAM	Settlement Amount:	\$0.00
Date Opened Rem:	12/11/01	Date Opened by P/S:	12/11/01
Date of Incident:	12/10/01	Date Closed:	
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	Z1029653
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	12/13/01	Pre-litigation:	<input type="checkbox"/>
Date of Modification:	12/13/01	Obsolete:	<input type="checkbox"/>
Comments:	property damage truck door & seat		

PS00010

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: BARRY WILLIAMS

Company: _____

Street: 6769 HANCOCK DRIVE

City: TOCCA State: GA. ZIP Code: 30577

REF #: _____

A.R.S.

TO DENNIS SANITA
REMINGTON ARMS
14 HOEFLER AVE
ILION NY 13357

Phone 877-689-2199



TRACKING NUMBER



1Z E13 390 06 5000 5155

UPS Authorized Return Service™

0118614



GroundTrac A.R.S. Tracking Number
1Z E13 390 06 5000 5155

REF #/DATE

Do not trust

PS00011

12/11/01
ESR m/710 sent # 71029653
Property Damage
Truck Door & Seat

while turning 155
key will find ?
also bolt could
be checked with 155
in the locked position

Agreed to return

PKS mailed Priority Mail Could not duplicate

*1007
4040*

per phone 1/11/02 - agreed to refund
and have rest of the 2 rules & pay amount \$500.

Daeling, Mark

2002

710
Esc

PS00012

7/10

File Number:	17102	Arms Service number:	40361	
Last Name:	DARLING	First Name:	MARK	
Street:	1205 VAN KIRK AVENUE	City:	PENSACOLA	
State:	FL	Zip:	32503	
Home Ph:	850-438-3058			
Work Ph:		Product Type:	F F A T O	
Type Concern:	S	PI PD P S	Concern Code:	1007
Concern:	FIRED ON SAFE RELEASE			
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED	
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J	
Settlement Detail:	REPLACE WITH NEW RAMAC 7410	Settlement Amount:	\$150.00	
Date Opened Rem:	1/28/2002	Date Opened by P/S:	1/2/2002	
Caliber:	3006			
Date of Incident:		Date Closed:	1/28/2002	
Bullet Weight:				
Date to Analysis:		Date from Analysis:		
Manufacturer:				
Model:	710	Serial:	71002409	
Date Code:		Date Mfgd:	12/28/2000	
RAMAC:	710	Litigation:	<input type="checkbox"/>	
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>	
Custody:		Comments:	Claims FSR while on deer stand (temperature 28 degrees) - Sent ARS label for him to return rifle to my attention. Adjustments may have been altered - Could not duplicate concern - Exchange for new RAMAC 7410 710 - 3006 n/c - send this gun to Mayfield for testing. Shipped to E-town Mika Keeney 3/4/02	
Time of Modification:	11:12:58 AM			
Date of Modification:	1/2/2002			

PS00013

Remington Arms Company, Inc.
Sporting Arms - Ammunition - Targets - Traps
Ilion, NY 13357

4 March 2002

Mike Keeney
Remington Arms Co.
Technical Center
315 W. Ring Road
Elizabethtown, KY 4207-9318

RE: Model 710 Serial #: 71002409

Mike:

This rifle was returned for allegedly firing on safe release. We could not duplicate that concern. We have replaced the firearm to the customer, and we are returning this firearm for you to evaluate.

Please let us know what you find. Once you complete your evaluation the rifle can be returned to my attention at Ilion.

Thank you,



Fred Supry
Consumer Affairs Specialist
Remington Arms Co.
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606
supryfl@remington.com

Consumer Affairs/Rifle-Centerfire/Keeney040302.doc

FLS0304021

PS00014

File Number:	17102	Arms Service number:	40361	
Last Name:	DARLING	First Name:	MARK	
Street:	1205 VAN KIRK AVENUE	City:	PENSACOLA	
State:	FL	Zip:	32503	
Home Ph:	850-438-3058			
Work Ph:		Product Type:	F A T O	
Type Concern:	S	PI PD P S	Concern Code:	1007
Concern:	FIRED ON SAFE RELEASE			
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED	
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND	
Settlement Detail:	REPLACE WITH NEW RAMAC 7410	Settlement Amount:	\$150.00	
Date Opened Rem:	01/28/2002	Date Opened by P/S:	01/02/2002	
Caliber:	3006			
Date of Incident:		Date Closed:	01/28/2002	
Bullet Weight:				
Date to Analysis:		Date from Analysis:		
Manufacturer:				
Model:	710	Serial:		
Date Code:		Date Mfgd:		
RAMAC:	710	Litigation:	<input type="checkbox"/>	
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>	
Custody:		Comments:	Claims FSR while on deer stand (temperature 28 degrees) - Sent ARS label for him to return rifle to my attention. Adjustments may have been altered - Could not duplicate concern - Exchange for new RAMAC 7410 710 - 3006 n/c - send this gun to Mayfield for testing.	
Time of Modification:	11:12:58 AM			
Date of Modification:	01/02/2002			

PS00015

Number: **71002409**
Model: 710



Ship to Mike Keeney
with note - after
exchange

Could not duplicate
Concern.

Exchange for new
RAMAC 7410 (710-3000)
w/c under warranty.

Return this gun to
Fred Supry after
completing exchange.

FCS 1/28/02

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: **MARK DARLING**

Address: **1205 VAN KIRK AVE**

City: **PENSACOLA FL** State: **FL** ZIP Code: **32503**

REF #: | | | | | | | | | | | | | | | | | | | | | |

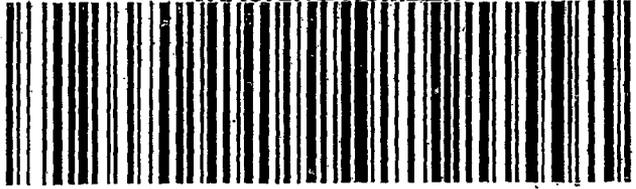
ATTN: **FRED SUPRY**

A.R.S.

**REMINGTON ARMS
14 HOEFLER AVE
MILTON NY 13357**

UPS GroundTrac

TRACKING NUMBER



1Z E13 390 06 5000 5584

UPS Authorized Return Service™

897W

PS00016

40361

MARK DARLING
1205 VAN KIRK AVE
PENSACOLA, FLA 32503
850 438 3058

Dear Fred Supry:

The event are as followed. It was the morning of Dec 22, 2001 the temperature was 25° and the time was 6:45 A.M. I climbed into the deer house and sat down onto a cold metal chair. I took off my gloves to load the full magazine into the gun. The bolt on the gun was back at the time of loading. The magazine ~~tip~~ snapped into place. I then checked ~~the~~ the safety on the gun. The safety was on. I then pushed the bolt action into place. The bolt pushed the first round into place. I was ready to hunt. Being so cold out, I decided to see how loud the safety would be. The rifle is now being held with my left hand about 3 inches above the magazine. The butt of the is resting

PS00017

40361

on my left leg. The muzzle of the rifle is above my head a slightly tilted away from me. With my right hand, I moved the safety to fire. The rifle went off. At that time when the rifle went off, my right (should I say my fingers) were not on the trigger nor in the trigger guard. The rounds of ammunition that has been fired in this model 710 is Winchester super X 30-06 SPRG. 150. grain power point.

I know that gun safety should be practiced by everyone who handles a firearm, but unfortunately some become a statistic.

Accidents can be prevented by practicing Safety.

MARK A DARLING
1205 VAN KIRK AVE.
PENSACOLA, FLA. 32503

Sincerely,
Mark A Darling

850 438-3058
call if you need any more info about the incident

PS00018

File Number:	17102	Arms Service number:	
Last Name:	DARLING	First Name:	MARK
Street:	1205 VAN KIRK AVENUE	City:	PENSACOLA
State:	FL	Zip:	32503
Home Ph:	850-438-3058	Work Ph:	
Product Type:	F	F A T O	
Type Concern:	S	PI PD P S	Concern Code: 1007
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND
Settlement Detail:		Settlement Amount:	\$0.00
Date Opened Rem:		Date Opened by P/S:	01/02/2002
Date of Incident:		Date Closed:	
Date to Analysis:		Bullet Weight:	
Date from Analysis:		Manufacturer:	
Model:	710	Date Code:	
Serial:		Date Mfgd:	
RAMAC:	710	Litigation:	<input type="checkbox"/>
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>
Custody:		Comments:	Claims FSR while on deer stand (temperature 28 degrees) - Sent ARS label for him to return rifle to my attention.
Time of Modification:	11:12:58 AM		
Date of Modification:	01/02/2002		

PS00019

Remington Arms Company, Inc.
Sporting Arms - Ammunition - Targets - Traps
Ilion, NY 13357

2 January 2002

Mark Darling
1205 Van Kirk Avenue
Pensacola, FL 32503

RE: Model 710 Concern

Dear Mark:

We were very sorry to learn of the unfortunate incident that you experienced with your new Model 710 rifle. We are glad that your safe handling of the rifle prevented any injury or property damage.

I have enclosed the ARS label that we discussed this morning. Please include a note inside the shipping package with your name, address, and a brief description of the incident. We will examine your rifle to determine the cause of the incident and either repair or replace the rifle at no charge to you.

I wish you the very best in your career, and hope that you have many years of enjoying the shooting sports.

Sincerely,



Fred Supry
Consumer Affairs Specialist
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606

supryfl@remington.com

Consumer Affairs/Rifle-Centerfire/2002/DarlingM020102.doc

FLS0102021

PS00020

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: MARK DARLINS

Company: _____

Street: 1205 VAN KIRK AVE

City: PENSACOLA State: FL ZIP Code: 32503

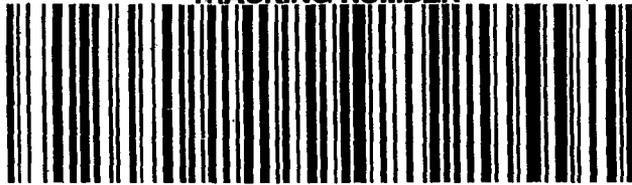
REF #: _____

A.R.S.

ATTN: FRED SUPPY
REMINGTON ARMS
14 HOEFLER AVE
ILION NY 13357

 **UPS GroundTrac®**

TRACKING NUMBER



1Z E13 390 06 5000 5584

UPS Authorized Return Service™

0118614

2/97W



GroundTrac A.R.S. Tracking Number
1Z E13 390 06 5000 558 4

REF #/DATE

PS00021

FARLEY, Priscilla
Mark (14 yr old)
710
2002

PS00022

File Number:	182941	Arms Service number:	57062
Last Name:	FARREY	First Name:	PRISCILLA MARK
Street:	6159 PARKER ROAD	City:	LYLES
State:	TN	Zip:	37098
Work Ph:		Home Ph:	931-670-0673
Type Concern:	S	Product Type:	F A T O
Concern:	FIRE ON BOLT CLOSING	Concern Code:	1008
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Detail:	REIMBURSE/CUSTOMER PURCHASE PRICE	Settlement Amount:	\$375.00
Date Opened Rem:	12/11/2002	Date Opened by P/S:	11/27/2002
Date of Incident:		Date Closed:	12/16/2002
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	74078219
RAMAC:	710	Date Code:	
Custody:	OWNER	Litigation:	<input type="checkbox"/>
Time of Modification:	9:56:28 AM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	11/27/2002	Obsolete:	<input type="checkbox"/>
Comments:	<p>Mark (14-year old) - Cycled gun; he thought was unloaded and alleges that the rifle fired. He was inside the house at the time and the bullet went through the window casing. This is a new M710 purchased at Wal-Mart. Sent ARS label 11/27/02. Rifle received 12/1/02. Mother says he cannot have this or any other rifle in house. Could not duplicate claim. Agreed to reimburse \$375 to close concern. APV issued 12/16/02.</p>		

PS00023

PS to reimburse customer -
check this rifle for WIP Sales
Close R&E.

FCS 12/16/02

I had one hand on the bottom of the barrel the other was on the bolt. The clip and shells was on the dresser. The gun was on Safty. I closed the bolt when I did the gun fired out a shell threw my window. My fingure was nowhere near the trigger. The gun is now useless to me for it took me a long time to talk mom into letting me have one. Even after making a 98% on my hunting safty course. She told me I couldn't hunt with this gun or any other.

Priscilla FARLEY
6159 Parker Road
Lyles, TN. 37098
(931) 670-0673

\$375.00
Reimbursement
APP ISSUED 12/16/02

ATTN: Gun is Logged
in Under PAOVEAT!

VF.

Serial Number: 71078219

Model: 710



RE00057062

PS00024

BARBER - Kinzer PPS GAL RE0005748

D-7018

Remington Arms Company, Inc.
INCORPORATED

Remington
S.V. No. _____
Remington
Order No. _____

RECEIPTED EXPENSE BILL MUST
ACCOMPANY ALL CHARGES FOR
TRANSPORTATION

SHIPPED VIA _____ SELLER'S INVOICE NO. _____ DATE 12/16/02
 SHIPPING WEIGHT _____ BOUGHT OF Priscilla Farley
 O.B. _____ STREET AND NO. 6159 Parker Road
 _____ PER CENT _____ DAYS _____ DAYS NET _____ CITY AND STATE Lyles, TN 37098

QUANTITY	DESCRIPTION	AMOUNT
	To reimburse purchase price for Model 710 rifle. Reference Farley file in Product Service and R&E #: 57062.	\$375.00

CHARGE 850050-230145	MATERIAL OR SERVICES REC'D BY <u>FLS</u>	PAID DATE	AMOUNT OF BILL	\$375.00
	PURCHASED BY		DISCOUNT	
	APPROVED BY	CHECK NO.	NET	\$375.00

RECEIVED OF
 REMINGTON ARMS CO. **\$ Three Hundred Seventy-Five and 00/100's Dollars**

DATE _____ SIGNATURE OF PAYEE _____

File Number:	18294	Arms Service number:	
Last Name:	FARLEY	First Name:	FRISQUELL MARK
Street:	6159 PARKER ROAD	City:	LYLES
State:	TN	ZIP:	37098
Home Ph:		Home Ph:	931-670-0673
Work Ph:		Product Type:	F A T O
Type Concern:	S	Concern Code:	1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPLY	Classification:	UND
Settlement Detail:	SENT ARS LABEL	UNJ UNC UND J	
Date Opened Rem:		Date Opened by P/S:	11/27/2002
Date of Incident:		Date Closed:	
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	
RAMAC:	710	Date Code:	
Custody:	OWNER	Prelitigation:	
Time of Modification:	9:56:28 AM	Date Mfgd:	
Date of Modification:	11/27/2002	Obsolete:	
<p>Mark (14 year old) - cycled gun he thought was unloaded and alleges that the rifle fired. He was inside the house at the time and the bullet went through the window casing. This is a new M/710 purchased at Wal-Mart. Sent ARS label 11/27/02.</p>			
Settlement Amount:	\$0.00	Caliber:	
Bullet Weight:		Manufacturer:	

PS00026

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: Priscilla Farley

Company:

Street: 6159 Parker Road

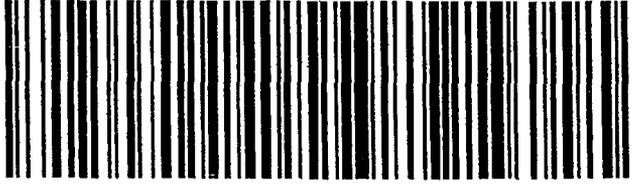
City: Lyles State: TN ZIP Code: 37998

REF #: | | | | | | | | | | | | | | | | | | | | | |

A.R.S. T O ATTN: FRED SUPRY
REMINGTON ARMS
14 HOEFLER AVE
MILTON NY 13357

 **UPS GroundTrac®**

TRACKING NUMBER



1Z E13 390 06 5000 6074

UPS Authorized Return Service™

0118814

287 W

 GroundTrac A.R.S. Tracking Number
1Z E13 390 06 5000 607 4

REF #/DATE

PS00027

Remington Arms Company, Inc.
Sporting Arms - Ammunition - Targets - Traps
Ilion, NY 13357

27 November 2002

Mark Farley
6159 Parker Road
Lyles, TN 37098

RE: Model 710 Rifle

Dear Mark,

Thank you for your call this morning. We were sorry to learn of the unfortunate incident that occurred, but certainly glad nobody was hurt. As we discussed, I have enclosed an ARS label for you to return the Model 710 rifle to my attention. Please include a note inside the shipping box with Priscilla's name, address, telephone number, and a brief description of the incident.

We will examine the rifle to determine the cause of the incident. We will contact you to discuss the result of our examination. I look forward to being of service.

Sincerely,



Fred Supry
Consumer Affairs Specialist
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606
fred.supry@remington.com

File Number:	17803	Arms Service number:	49697	
Last Name:	SILVA	First Name:	DOUG	
Street:	45-479 KUKIA ST	City:	KANEOHE	
State:	HI	Zip:	96744	
		Home Ph:	808-235-4044	
Work Ph:		Product Type:	F A T O	
Type Concern:	S	PI PD P S	Concern Code:	1008
Concern:	FIRED ON BOLT-CLOSING			
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED	
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J	
Settlement Detail:	SEND TO MIKE KEENEY	Settlement Amount:	\$0.00	
Date Opened Rem:	7/23/2002	Date Opened by P/S:	7/23/2002	
		Caliber:	270 WIN	
Date of Incident:		Date Closed:	7/23/2002	
		Bullet Weight:		
Date to Analysis:		Date from Analysis:		
		Manufacturer:		
Model:	710	Serial:	71023550	
		Date Code:		
		Date Mfgd:	7/1/2002	
RAMAC:	710	Litigation:	<input type="checkbox"/>	
		PreLitigation:	<input type="checkbox"/>	
		Obsolete:	<input type="checkbox"/>	
Custody:		Comments:	Could not duplicate - cycled several times - bolt works hard if not pushed perfectly straight. Checked on bench by Bruce Travis no fault found. Forwarding to Mike Keeney in E-town for evaluation and repair.	
Time of Modification:	2:36:12 PM			
Date of Modification:	7/23/2002			

Arms Services Repair & Estimate System

Repair Inquiry

Repair Number: RE00049697

Serial: 71023559 Model: 710 Centerfire Caliber: 12 GAUGE

Customer: DOUGLAS SILVA

Received from: Mike Keeney

Address: 45 479 KUKIA STREET

City: KANEOTE

State: HI Zip Code: 96744

Remington Arms Company

315 W. Ring Road

Elizabethtown

KY Zip Code: 42701

Date	Code	User ID	Description
7/23/2002 2:03:54	New	brygidowwr	Repair Added
7/23/2002 2:07:27	Expedite	brygidowwr	From: Check In
7/23/2002 2:27:24	Expedite	pencerl	From: Product Services
7/23/2002 2:38:55	Expedite	travisbw	From: Repair Bench
7/23/2002 3:00:00	Update	supryfl	Address, Billing, or Ship Method Change

Current Status: New

Product Service: Repair Location: UN

Current Location: UN

Transfer Number: UN

Buttons: Repair Search, Refresh, Close

Mike: Customers claim is "fired on bolt closing."
 We could not duplicate concern. please
 check over completely have it repaired as
 needed under warranty and returned to
 customer

Thank you,

Trud Supry

PS00030

Remington Arms Company
Atten: Product Service

Serial # 71 023 550
Model 710 .270 cal
Date of Purchase 9/25/01

*Gift
Product Service*

From: Douglas W. Silva
45-479 Kukia St,
Kaneohe Hi 96744

Home Phone (808) 235-4044
Email: silvad003@hawaii.rr.com

I went to the gun shooting range three prior times and shot approximately 60 rounds to sight in this rifle. I then went on a goat hunt and shot 4 rounds. I then returned to the gun range and shot 12 more rounds. When I chambered the 13th round of the day, I closed the bolt and the round went off by it self for the first time. I then fired three more rounds, and then the 17th round I chambered went off when I closed the bolt again for the second time. I then put the rifle in the gun case and went home.

Mahalo from Hawaii.....Doug Silva

Could not duplicate - cycled several times - Bolt works hard.

Check over repair as needed w/le under warranty

FIS 7/23/02

71023550

Model: 710



RE00049697

PS00031

Subject: RE: Address

Date: Wed, 10 Jul 2002 15:31:01 -0400

From: "Kincaid, Summer" <summer.kincaid@remington.com>

To: "Doug Silva" <silvad003@hawaii.rr.com>

This seems fine to me. It is very important that we comprehend that the rifle discharged, when you closed the bolt twice. Product service will make a detailed evaluation and we will determine what exacty has caused this to happen. I'll be waiting to receive your shipping receipt and I hope you are having a great day.

Thank you again,

Summer Kincaid
Consumer Service Department
Remington Arms Company, Inc.
870 Remington Drive
P.O. Box 700
Madison, NC 27025
Phone: 800-243-9700
Fax: 336-548-7801
summer.kincaid@remington.com

-----Original Message-----

From: Doug Silva [<mailto:silvad003@hawaii.rr.com>]

Sent: Wednesday, July 10, 2002 12:21 PM

To: Kincaid, Summer

Subject: Re: Address

Aloha Summer:

Thank you very much for your help and understanding. Here is the letter I will send, please let me know if it alright.....Mahalo.....Doug

PS00032

7/10/02 9:33 AM

Subject: Address

Date: Wed, 10 Jul 2002 14:08:20 -0400

From: "Kincaid, Summer" <summer.kincaid@remington.com>

To: <SILVAD003@HAWAII.RR.COM>

CC: "Kincaid, Summer" <summer.kincaid@remington.com>

Doug, here is the information that you will need:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.

Ship to:

Remington Arms Company, Inc.
Attn: Product Service
14 Hoefler Avenue
Ilion, NY 13357

I will call you when we receive this and have a chance to evaluate it. Please fax me your shipping info to the number below and I will get started on the credit. I would like to take this opportunity to tell you that I appreciate your patience with us during this situation and that we will resolve this issue. If you have any questions or problems, please feel free to give me a call.

Very sincerely,

Summer Kincaid
Consumer Service Department
Remington Arms Company, Inc.
870 Remington Drive
P.O. Box 700
Madison, NC 27025
Phone: 800-243-9700
Fax: 336-548-7801
summer.kincaid@remington.com

PS00033

7/10/02 8:30 AM

APL
Kinzer at Barber
11/7/10

PS00035

File Number:	18771	Arms Service number:	
Last Name:	AGE	First Name:	
Street:	162 WASHINGTON RD	City:	WASHINGTON PA
State:	PA	Home Ph:	
Zip:	15301	Product Type:	F A T O
Work Ph:		Concern Code:	1007
Type Concern:	SI	PI	PD P S
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SANITA	Classification:	UNJ UNC UND J
Settlement Detail:	REPAIRED AT N/C AT BURC PADUCHAH SHOO		
Date Opened Rem:	2/27/2003	Date Opened by P/S:	3/7/2003
Date of Incident:		Bullet Weight:	30/06
Date to Analysis:		Manufacturer:	REM
Model:	710	Date from Analysis:	
RAMAC:	710	Date Code:	3/10/2002
Custody:		Litigation:	<input type="checkbox"/>
Comments:	12:42:28 PM		
Date of Modification:	3/7/2003	Pre Litigation:	<input type="checkbox"/>
Date of Modification:		Obsolete:	<input type="checkbox"/>

Arms Services - Remington Authorized Repair Centers (RARC)

Add Repair Review Repair Inquiry Repair Tools Reports Table Maintenance Help

Customer Repair Approval and Payment Update

Repair Center: **Paduchah Shooter Supply** Display Status: **ALL**

Repair Nbr	Reference	Status	Status Date	Customer Name	Total Cost
RP00017065		New	2/27/2003	ACE	82.57
RP00017203		New	2/27/2003	STANLEY E. CAMP	14.00
RP00017292		New	2/28/2003	CHRIS APELEBEE	14.00
RP00017293		New	2/28/2003	SCOTT WHITTLE	14.00
RP00017294		New	2/28/2003	DONALD CADDICK	14.00
RP00017295		New	2/28/2003	PATRICK BRIAN GEREN	15.91
RP00017296		New	2/28/2003	GERALD LUTES	14.00
RP00017297		New	2/28/2003	RICHARD FRANCIS	14.00

Total Repairs Listed: 139 New: 65 Approved: 74 Rejected: 0 Hold: 0

Repair Type: Firearm Repair: **RP00017065** Reference: [REDACTED]

Serial Number: **71052397**

Model: **710/30.06**

Date Received: **01/22/2003** Parts: **66.57** Actual Pay: **66.57** Comments:

Date Returned: **02/27/2003** Labor: **10.00** **10.00**

Date Produced: Shipping: **4.00** **4.00**

Barrel Code: **03/02** Packing: **.00** **.00**

Ammo: **2.00** **2.00**

Total: **82.57** **82.57**

Previous Repair Next Repair Approve Hold Reject

Maintenance Refresh Close

start Arms Services - Remi... 3/7/2003 11:47 AM CAPS NBM LINS SCAL 11:47 AM

*Unconfirmed
Undetermined ?*

PS00036

Arms Services Remington Authorized Repair Centers (RARC)

Add Repair Review Repair Inquiry Repair Tools Reports Table Maintenance Help

RARC Repair Inquiry

Repair Number: RP00017065 Verify Repair Current Repair Status: Paid 3/7/2003

Center: **High Shooter Supply** Customer: **ACE** Phone: ()
 319 Cario Rd. 462 WASHINGTON RD Email:
 Paducah, KY 42001 US WASHINGTON, PA 15301 USA

Repair Information	Repair Charge Breakdown	Repair History	Accounting
Reference Nbr: RP00017065 Repair Type: Firearm Model ID: 710 Serial Nbr: 71052397 Date Produced: Gauge/Caliber: 30.06 Barrel Date: Date Received: 01/22/2003 Date Returned: 02/27/2003 Date to Factory:		Repair Codes: M123 - 4 FORWARD OF PRODUCT SERVICE FOR THIS M300 - USER OBTAINED Parts: 200401 - 710 RECEIVER INSERT ASSEMBLY 200401 - 710 FRONT PA ASSEMBLY	Repair Text: CUST STATES THAT GUN SOMETIMES FIRES WHEN THE SAFETY IS LET OFF. REPLACED REC INSERT FOR SAFETY REASONS. SHROUD BROKEN ON ISS. TEST FIRED.

Repair Search Refresh Close

start 3/7/2003 12:49 PM CAPS FROM INS SCRL

Inbox - Microsoft Out... Pservice : Database (... Customer Service Dat... Arms Services - Remi... 12:43 PM

PS00037

Thomas, Ron

about
M/11/11

PS00038



TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00076031 Account # - R- Customer RON THOMAS 69 WASHINGTON P.O. BOX 31 CRANE. MT 59217 US Phone (H) (406)-433-7174 Phone (W) (406)-482-8244	Description/Serial Number 71083208 REPLACEMENT 71152345 Model 710 Center Fire Caliber: 270	Repairman - Bruce Travis Date Received - 1/22/2004 Estimate Date - Current Date - 2/3/2004 Return To DANIELSONS TRUE VALUE 114 WEST MAIN ST SIDNEY. MT 59270 US Fax Email
---	--	--

Reported		Found	
M992	UNINTENTIONAL FIRING	M123	FORWARD TO PRODUCT SERVICE F

Material #	MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Service					
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000254	GR-FIREARM REPLACEMENT	1	1	0	Y
Service Total:		1	1	0	

ProblemNotes in settlement of property damage claim. supply replacement m/710 270 cal ramac# 7408 in exchange.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00039

new phone
494
482
8051
Ron Thomas

PS00040

PS0041

File Number: 19572	Arms Service number: 7603
Last Name: THOMAS	First Name: RON
Street: PO BOX 31	City: CRANE
State: MT	Home Ph: [REDACTED]
Zip: 59217	F A T O
Work Ph: [REDACTED]	Product Type: F
Type Concern: S	Concern Code: 1007
Concern: FIRED ON SAFE RELEASE	
Cause Code: 1006	Cause: ALTERED ADJUSTMENTS FOR COMPONENTS
Assigned To: SANTA	Classification: UNJ
Settlement Detail: AGREED TO REPLACE AND REFUND DAMAGE	UNJ UNC UND J
Date Opened Rem: 12/5/2003	Settlement Amount: \$70000
Date of Incident: [REDACTED]	Caliber: 20
Date to Analysis: [REDACTED]	Bullet Weight: [REDACTED]
Model: 710	Manufacturer: REM
RAMAC: 710	Date Mfgd: 10/9/2002
Custody: [REDACTED]	Pre.Litigation: [REDACTED]
Comments: 10:43:08 AM	Litigation: [REDACTED]
Date of Modification: 12/5/2003	

D-7018

Remington Arms Company, Inc.
INCORPORATED

Remington
S.V. No. _____
Remington
Order No. _____

RECEIPTED EXPENSE BILL MUST
ACCOMPANY ALL CHARGES FOR
TRANSPORTATION

D VIA _____ SELLER'S INVOICE NO. _____ DATE 1-21-04
 SHIPPING WEIGHT _____ BOUGHT OF Ron Thomas
 O.B. _____ STREET AND NO. PO Box 31
 _____ PER CENT _____ DAYS _____ DAYS NET CITY AND STATE Crane, Mt. 59217

QUANTITY	DESCRIPTION	AMOUNT	
	To cover the repair damage to 1986 Jeep Wagoneer	487	.50
	In settlement of claim		

CHARGE	MATERIAL OR SERVICES REC'D BY	PAID	AMOUNT OF BILL	
	3850050-230145		PURCHASED BY	DATE
		APPROVED BY	CHECK NO.	DISCOUNT

RECEIVED OF
 REMINGTON ARMS CO. **\$Four Hundred Eighty Seven Dollars-----**.50

DATE _____ SIGNATURE OF PAYEE _____



North Star Auto Body & Glass

Federal Tax ID: 81-0515244
 HC 89; Box 5176
 Sidney, MT 59270
 Phone #: (406) 433-2255
 Fax #: (406) 488-8005
 E-Mail: nsab@midrivers.com

Customer No: 1800
 Report No: 1819
 Claim #:
 Assign No:

Estimate

/04

Vehicle Information

1986 Jeep Wagoneer J Series Full Size
 Style:
 Color:
 Color Code:
 Production Date: / 0
 License: State: MT
 VIN:
 Miles In: 0
 Miles Out: 0
 Condition:
 Estimator: S.J. Cayer

Owner - Ron Thomas

PO Box 31
 Crane, MT 59270
 Home Phone: (406) 482-8244
 Work Phone: (406) -
 Fax #: (406) -

Accident Location

Phone #1: -
 Phone #2: -

Insured -

Home Phone: (406) -
 Work Phone: (406) -
 Fax #: (406) -

Claimant -

Home Phone: (406) -
 Work Phone: (406) -
 Fax #: (406) -

Insurance Company

Insurance Information

Adjuster:
 Claim #:
 Policy #:
 Deductible: \$0.00
 Claim Rep:
 Date of Loss: 1/13/04

Appraisal Company

Phone #: -
 Fax #: -
 Date of inspection: 1/13/04

Phone #: -
 Fax #: -
 Date Assigned: 1/13/04

Description of Work	Part Number	Price	Labor	Paint	Other
* Repair floor pan			1.0* body*		
* R&i front carpet (beige)		\$325.00 *	3.0* body*		
* transmission housing may have crack on top					
Sub Totals		\$325.00	4.0		

	Hours	Rate	Total
Body Labor	4.0hrs	\$40.00/hr	\$160.00
OEM Parts			\$325.00
Body Supplies	1.0hrs	\$2.50/hr	\$2.50
Tax	Non-Taxed		
Grand Total			\$487.50

THANK YOU FOR LETTING US SERVE YOU!

Estimate based on MOTOR CRASH GUIDE (DE3WA79). 9/03

* Indicates Estimator's Judgment

† Indicates Taxed Item

This report is based upon our detailed inspection of your vehicle and does not include repairs other than itemized above. Occasionally additional damage will be discovered once the work is opened up, and additional repairs will be required.

Repairs will be made for you as owner. If you do not intend to pay with your own funds, please make certain the insurance company or other party can deliver their check to you in time to pick up your vehicle. All repairs must be paid in full before the vehicle will be released.

Holder is named on the insurance check, their endorsement must be obtained.

We are proud of our technicians and their superior quality workmanship. Thank you for your business!

PS00043

Serial Number: 71083208

Model: 710



RE00076031

1/21/04

In settlement of property damage claim

Supply replacement m/710 model (7408).

New # _____

in exchange Chevy 230145

1. SCRAP RIFLE ser# 71083208
2. KEEP TRIGGER ASSEM give Product Source
3. RETURN SCOPE w/ BASE, scope, Product Source
Give

PS00044

Serial Number: **71083208**

Model: **710**



RE00076031

1/21/04

*Date Call
10/9/02*

*Property Damage Claim
Fired when opened the bolt
to unload. Damaged 1986 Jap Weizman*

*Trig Adj & Stop screws altered (customer stated
in his letter that he took the gun apart and
found both trig screws were coming out, one
screw fell out.*

*Customer purchased rifle new in October 03
Agreed replace & refund property damage
amount*

PS00045

North Star Auto Body & Glass

Federal Tax ID: 81-0515244
 HC 89; Box 5176
 Sidney, MT 59270
 Phone #: (406) 433-2255
 Fax #: (406) 488-8005
 E-Mail: nsab@midrivers.com

Customer No: 1800
 Report No: 1819
 Claim #:
 Assign No:

Estimate
 04

<u>Vehicle Information</u>	<u>Owner - Ron Thomas</u>	<u>Accident Location</u>
1986 Jeep Wagoneer J Series Full Size	PO Box 31	
Style:	Crane, MT 59270	
Color:	Home Phone: (406) 482-8244	
Color Code:	Work Phone: (406) -	Phone #1: -
Production Date: / 0	Fax #: (406) -	Phone #2: -
License: State: MT	<u>Insured -</u>	<u>Claimant -</u>
VIN:		
Miles In: 0		
Miles Out: 0	Home Phone: (406) -	Home Phone: (406) -
Condition:	Work Phone: (406) -	Work Phone: (406) -
Estimator: S.J. Cayer	Fax #: (406) -	Fax #: (406) -
<u>Insurance Company</u>	<u>Insurance Information</u>	<u>Appraisal Company</u>
	Adjuster:	
	Claim #:	
	Policy #:	
Phone #: -	Deductible: \$0.00	Phone #: -
Fax #: -	Claim Rep:	Fax #: -
Date Assigned: 1/13/04	Date of Loss: 1/13/04	Date of Inspection: 1/13/04

Description of Work	Part Number	Price	Labor	Paint	Other
* Repair floor pan			1.0* body*		
* R&I front carpet (beige)		\$325.00 *	3.0* body*		
* transmission housing may have crack on top					
Sub Totals		\$325.00	4.0		

	Hours	Rate	Total
Body Labor	4.0hrs	\$40.00/hr	\$160.00
OEM Parts			\$325.00
Body Supplies	1.0hrs	\$2.50/hr	\$2.50
Tax	Non-Taxed		
Grand Total			\$487.50

THANK YOU FOR LETTING US SERVE YOU!

Estimate based on MOTOR CRASH GUIDE (DE3WA79). 9/03
 * Indicates Estimator's Judgment
 † Indicates Taxed Item

This report is based upon our detailed inspection of your vehicle and does not include repairs other than itemized above. Occasionally additional damage will be discovered once the work is opened up, and additional repairs will be required.

Repairs will be made for you as owner. If you do not intend to pay with your own funds, please make certain the insurance company or other party can deliver their check to you in time to pick up your vehicle. All repairs must be paid in full before the vehicle will be released.

holder is named on the insurance check, their endorsement must be obtained.

We are proud of our technicians and their superior quality workmanship. Thank you for your business!

PS00046

1-14-04

To: Dennis Sanita

I bought a Remington 270 in October 03 at D&G's sports center in Glasgow MT. I sighted the rifle in, and shot one doe reloaded just in case I saw a buck. I walked back to my house put the gun in the Jeep went in the house and got my wife, so we could go get the doe I shot. I got in the jeep, reached over and opened the bolt to unload, and it (gun) went off, and went threw the floor board. (The estimate is enclosed) I took apart the gun and both trigger screws were coming out, intact one screw fell out. So I tightened them up so I wouldn't loose them. I bought the rifle for the sole purpose of Deer season. I had to borrow one for my other Deer. I prefer Remington products, I've never had trouble before. hopefull it's fixable, I really love the gun.

PS00047

In close I hope to be doing future business with your company. I still need more guns. Please enclose a catalog of new guns. Thanks for everything.

Ron Thomas

Address P.O. Box 31

Crane, mt

59217

69 Washington

Crane mt

59217

e 406-482-8244

406-433-7174

Thank you
Ron Thomas

PS00048

Computer Front End Date and Time

Serial Number Inquiry

Serial Number: 71083208 Production Status: Close

Model ID: 710 Produced Loc: MAY

Material Nbr: 27408 Date Produced: 10/09/2002

Description: No Description available

BATF History

Date	Activity	Location	Signature	Appr. No.	Ship Label	Part No.	Date	Batch
11/14/2002	SHIP	OHL	D & G SPORTS & WESTERN IN	59230	9-01-105-01-4H-08406	R6445215	RPSI	0080882779

Production History

Date	Activity	UserID	Desc1	Desc2

Close

start | Inboxes - Microsoft Out... | Serial Number Inquiry | 11:39 AM

PS00049

File Number:	19572	Arms Service number:	
Last Name:	MCOWAN	First Name:	RON
Street:	PO BOX 311	City:	GRANE
State:	MT	Zip:	59927
Work Ph:		Home Ph:	
Type Concern:	S	Product Type:	F A T O
Concern:	PI PD P S	Concern Code:	1007
Cause Code:	40401	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SHAWA	Classification:	UNC
Settlement Detail:	AGREED TO RETURN ARMS LABEL MAILED	UNJ UNC UND J	
Date Opened Rem:	12/5/2003	Date Opened by P/S:	12/5/2003
Date of Incident:		Date Closed:	
Date to Analysis:		Date from Analysis:	
Model:	740	Serial:	74089208
RAMAC:	710	Date Code:	
Custody:		Litigation:	
Time of Modification:	10:43:08 AM	Prelitigation:	
Date of Modification:	12/5/2003	Obsolete:	
Comments:			

PS00050

Sanita, Dennis J.

From: Fulcher, Dell Marie
Sent: Thursday, December 04, 2003 3:20 PM
To: Sanita, Dennis J.
Subject: Ron Thomas (M/710 issue)

*PO BOX 31
CRANE, MT
59217*

Serial # 71083208
M/710-- .270 Win caliber

Gun had FSR & blew a hole in his Jeep.
Phone: 406-482-8244

Thanks, ☺
Dell Marie Fulcher
Sr. Consumer Service Rep.
Remington Arms Co., Inc.
PO Box 700
Madison, NC 27025
Phone: 1-800-243-9700
Fax: 336-548-7801
dell.fulcher@remington.com

*Called & spoke with Mr. Thomas - he stated he found
the gun on the action. Agreed to return with Jeep damage on
12/5/03 ARS label mailed*

PS00051

12/5/2003

File Number:	19460	Arms Service number:	733/8
Last Name:	TURNER	First Name:	BRYAN
Street:	526 FALLS AVENUE	City:	GRANITE FALLS
State:	NC	Zip:	28630
Home Ph.:		Home Ph.:	828-396-7830
Work Ph.:		Product Type:	F A T O
Type Concern:	PI	Concern Code:	1025
Concern:	UNEXPLAINED DISCHARGE - FACE CUT		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	CASH SETTLEMENT	UNJ UNC UND	
Date Opened Rem:		Date Opened by P/S:	11/10/2003
Date of Incident:	11/8/2003	Date Closed:	12/4/2003
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	710893114
RAMAC:	710	Date Code:	EW
Custody:	OWNER	Settlement Amount:	\$4,250.00
Time of Modification:	1:16:35 PM	Calliber:	270
Date of Modification:	11/10/2003	Bullet Weight:	
		Manufacturer:	
		Date Mfgd:	10/7/2002
		Litigation:	<input type="checkbox"/>
		Prelitigation:	<input checked="" type="checkbox"/>
		Obsolete:	<input type="checkbox"/>

Claims new rifle being sighted in. Rifle was picked up by the butt stock off a pick up bed. Rifle discharged causing a cut in his forehead. Bullet went through tool box, truck cab, shattered rear window, and damaged interior. Claims that the safety was on, and the trigger was very "touchy". He is returning to doctors today to have bangages changed. Sent letter and ARS label. - Received settlement agreement of \$4250.00. - Release sent 11/26/03. Executed release received 12/4/03 APV issued.

urgent

f a c s i m i l e

To: Mr. Fred Supry
Fax Number: 1 336 548-7801

From: Bryan Keith Turner
Fax Number:
Business Phone:
Home Phone: 1-828-396-7830

Pages: 2
Date/Time: 11/11/2003 4:26:13 PM
Subject: Attn : Mr. Fred Supry and Remington Madison, NC Plant CEO

AS ENCLOSED.

Sincerely,

Bryan Turner

PS00053

*Turner
Byrn*

Date: December 13, 2003

Receipt of Payment

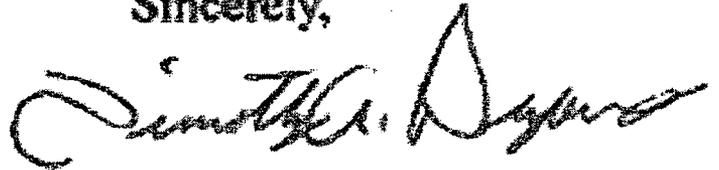
Amount: \$250.00

For replacement of damaged quilt due to an accident related to the malfunction of a Remington Rifle.

To whom it concerns:

Thank you for the prompt and sufficient reimbursement provided by your company.

Sincerely,



PS00054

Date: December 13, 2003

Receipt of Payment

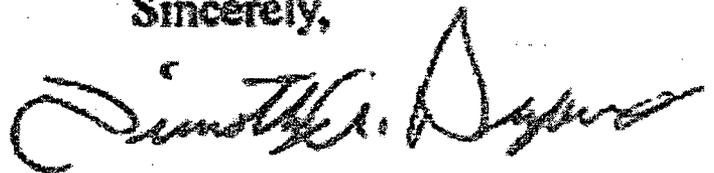
Amount: \$250.00

For replacement of damaged quilt due to an accident related to the malfunction of a Remington Rifle.

To whom it concerns:

Thank you for the prompt and sufficient reimbursement provided by your company.

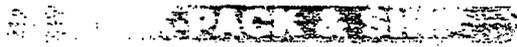
Sincerely,



PS00055

Dear Sirs:
The Remington 270
Model 710 has been
packed at the below
and await your
paid ship label from
Mr. Supry. Thanks!
- Bryan Turner

For Fast and Friendly Service, Come In



Your Mailing & Business Service Center



Fed



Victor Fisher
Gateway Plaza Shopping Center
2359 US Hwy. 70 SE
Hickory, NC 28602-4732
(828) 325-8333
Fax: (828) 325-8334

Quik Pack & Ship
2359 US Hwy 70 SE
Hickory, NC 28602-4732
(828) 325-8333
Fax: (828) 325-8334

#8			
	Bubble Wraps	3.75 TX	
	Peanuts	1.00 TX	
	SUBTOTAL	4.75	
	TAX:		
	State Tax on 4.75	0.22	
	County Tax on 4.75	0.12	
	TOTAL	5.09	
	TEND Cash	5.09	
			11/11/2003
			11:41 AM

PS00056

urgent

f a c s i m i l e

To: Mr. Fred Supry, and Remington NC CEO

Fax Number: 1 336 548-7801

From: Bryan Keith Turner

Fax Number:

Business Phone:

Home Phone: 1-828-396-7830

Pages: 3

Date/Time: 11/11/2003 3:27:16 PM

Subject: Attn: Remington Arms Plant (Madison, NC) CEO, and Mr. Fred Supry

Letter as enclosed

Sincerely,

Bryan Turner

PS00057

Bryan K. Turner
526 Falls Avenue
Granite falls, NC 28630
828-396-7830

Mr. Fred Supry - Direct Line - 1-315-895-3606
C/O Remington Firearms Company 14 Hoefler Avenue.
PO Box 700 I lion, NY 13357
Madison, NC 27025
1-336-548-8700
1-336-548-7801 (FAX)

RE: Remington Model 710 with scope recall, and resulting misfire thereof

Dear Mr. Madison,

I do appreciate you returning my call today, Monday, November 10, 2003. I would like to repeat what I stated over the phone. The safety was on. My friends can attest to that, they are the ones that sighted in the Remington Model 710 .270 caliber for me. I picked up the gun by the stock itself, and it fired. I was in shock. I can remember seeing pieces flying from the bed of Jimmy's Dodge pick-up truck, and I thought, "Oh God, I'm hit". It is a diesel model, long bed. The shell hit at an angle denting Jimmy's pick-up bed, and tearing a rubber bed liner, as I was lifting the firearm, and the round fragmented into several parts. Part of the round went into Jimmy's toolbox, leaving a hole, and denting the lid from the inside. Another splinter went through the front of Jimmy's pick-up bed, and went through the rear of the cab again. From there it appears to have splintered once more. It seems that part of this latter fragment is lodged in the rear seat of Jimmy's pickup, and the other fragment from this went upwards and out his rear split windshield. The gun recoil also caused me to sustain an open wound to my forehead, as enclosed, that required treatment at the nearby hospital in Taylorsville, NC. I have steri-strips that are to be worn through at least Friday, November 14, 2003, on my forehead right between my eyes of all things. At that time, Doctor Wilson will again see me as today during a follow-up (diagnosed concussion), clean the wound on my forehead, and redress at that time as enclosed. Doctor Wilson also gave me sample medication for this. I am furnishing you with the papers that I have at present. It may be some time before I get anything from Frye Hospital in Taylorsville, NC.

Also as I stated to you on the phone, from the day I got this model 710 out of layaway at Castle Sports Unlimited in Granite Falls, NC, I did not like how the trigger felt, or operated. The trigger is VERY touchy, nor does the safety feels right. Jimmy, and my friend John, noted this as well. It is also unfortunately noticed, this gun fires with the safety on, as well as off. I've been around guns all of my life and this has left me in shock, as well as that of my friends. I am a proud life member of the NRA. All I want is for things to be made right as you stated on our phone conversation. That is as follows as we talked of:

PS00058

Requested and discussed

My gun repaired, the stock reblued from the fragmentation, and the necessary repairs/replacements made not just to my Remington Model 710, but for Jimmy's truck to be repaired, and I am trying to reach him through John, at 828-234-1145 (cell number), or home at 828-313-0988, (I do not know Jimmy's number, but John does, and Jimmy is to be getting the actual estimates to me), and finally, those medical bills for me paid and refunded that I have paid so far. If any reimbursement for mental harm is paid, that is your call here (from resulting dizziness, headache, pain from the hit, steri-strips w/medications and medical visits), but I would so love to have a "Real Tree Hardwood Stock TM" on it, and I would pay for it only if it absolute need be the case. I just ask that you work with me, since I have been on disability for right near 2 years now if I "may" have to pay for this replacement stock (in all honesty, the standard machine tool gray stock is butt-ugly). I am a very fair individual to work with Mr. Supry, and I am not one to be "sue happy". I just want things here to be made right, nothing more. I understand well things go wrong at times. Personally, I hate these anti-gun lobbyists, which try to take away our 2nd Amendment Rights as outlined in the Constitution of the United States of America. What a bunch of morons they are for not truly understand the 2nd Amendment, if it wasn't for a well armed military, and public, then our great country may have very well been invaded ages ago. God Bless America!

Well, I've said all I have to say here. I hope you understand what I am trying to say here. This is what happened. Finally, I hope Remington continues to manufacture quality firearms now, and in the future, plus supports organizations such as the NRA.

Sincerely,

Bryan K. Turner
1 copy of 2

Dear CEO & Mr. Supry,
Mr. Supry has been a very nice individual to talk with. Please understand that neither myself, John, or Jimmy are upset at present --- just shocked. All we ask is that damages be made right from defect in the Model 270 Rifle not only to myself, but to Jimmy's pick-up/Toolbox as well, and repairs of my rifle as noted on this page. Thanks for being so understanding. I did mail a copy of this letter.

Sincerely,
Bryan Turner
11/11/03

TRANSMISSION VERIFICATION REPORT

TIME : 11/11/2003 18:08
NAME : REMINGTON
FAX : 3365487801
TEL : 3365487801

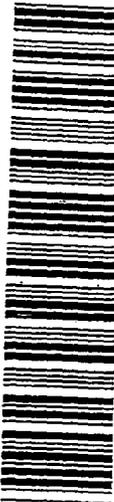
DATE, TIME	11/11 18:07
FAX NO. /NAME	913158953661
DURATION	00:01:31
PAGE(S)	05
RESULT	OK
MODE	STANDARD ECM

PS00060

71083414
Serial Number:

Model: 710

10/7/2002



RE00073378

Settled by PS.
Close R&E
SCRAP RIFLE.

FLS
12/4/03

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: BRYAN TURNER

Company: _____

Street: 526 FALLS AVE

City: GRANITE FALLS State: NC ZIP Code: 27843

REF #: _____

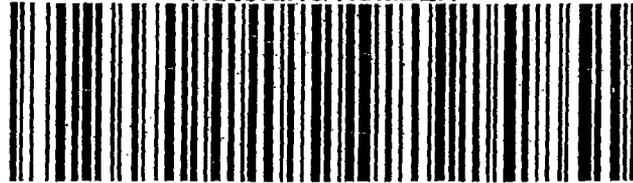
ATTN: FRED SUPRY

A.R.S. TO
REMINGTON ARMS
14 HOEFLER AVE
ILION NY 13357



UPS GroundTrac®

TRACKING NUMBER



1Z E13 390 06 5000 8009

UPS Authorized Return Service™

0118814

207W

ATTENTION: P/P
ADULT SIGNATURE REQUIRED MAIL

REF: 457654910

Attention
FRED SUPRY

Model: _____

RE00073378

PS00061

BARBER - Kinzer PPS GAL RE0005785

RD-7018

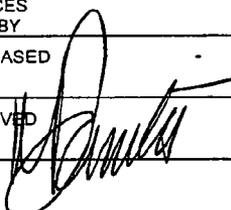
Remington Arms Company, Inc.
INCORPORATED

Remington
S.V. No. _____
Remington
Order No. _____

RECEIPTED EXPENSE BILL MUST
ACCOMPANY ALL CHARGES FOR
TRANSPORTATION

3. SHIPPED VIA _____ SELLER'S INVOICE NO. _____ DATE 12/4/03
3. SHIPPING WEIGHT _____ BOUGHT OF Bryan Keith Turner
F.O.B. _____ STREET AND NO. 526 Falls Avenue
_____ PER CENT _____ DAYS _____ DAYS NET _____ CITY AND STATE Granite Falls, NC 28630

QUANTITY	DESCRIPTION	AMOUNT
	To settle a pre-lit personal injury concern involving a	
	Remington Model 710 rifle. Reference Bryan Turner file in	
	Product Service and R&E #: 73378.	\$4250.00

CHARGE 8850050-230145	MATERIAL OR SERVICES REC'D BY	PAID DATE	AMOUNT OF BILL	\$4250.00
	PURCHASED BY		DISCOUNT	
	APPROVED BY 	CHECK NO.	NET	\$4250.00

RECEIVED OF

REMINGTON ARMS CO.

\$ Forty-two Hundred Fifty and 00/100's Dollars

DATE _____

SIGNATURE
OF PAYEE

RD-7018

File: C:\DATA\WORD\FORMS\7018.DOC -- R.L.Joy -- Rev 0 -- 4/26/95

PS00062

BARBER - Kinzer PPS GAL RE0005785

BARBER - Kinzer PPS GAL RE0005786

RD-7018

Remington Arms Company, Inc.
INCORPORATED

Remington S.V. No. _____
Remington Order No. _____

RECEIPTED EXPENSE BILL MUST ACCOMPANY ALL CHARGES FOR TRANSPORTATION

ED VIA _____ SELLER'S INVOICE NO. _____ DATE 12/4/03
 SHIPPING WEIGHT _____ BOUGHT OF Bryan Keith Turner
 F.O.B. _____ STREET AND NO. 526 Falls Avenue
 _____ PER CENT _____ DAYS _____ DAYS NET CITY AND STATE Granite Falls, NC 28630

QUANTITY	DESCRIPTION	AMOUNT
	To settle a pre-lit personal injury concern involving a Remington Model 710 rifle. Reference Bryan Turner file in Product Service and R&E #: 73378.	\$4250.00

CHARGE 8850050-230145	MATERIAL OR SERVICES REC'D BY	PAID DATE	AMOUNT OF BILL	\$4250.00
	PURCHASED BY		DISCOUNT	
	APPROVED BY	CHECK NO.	NET	\$4250.00

RECEIVED OF REMINGTON ARMS CO. **\$ Forty-two Hundred Fifty and 00/100's Dollars**

DATE _____ SIGNATURE OF PAYEE _____

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS THAT I, Bryan Keith Turner ("Claimant"), for and in consideration of the compromise of disputed claims and upon the receipt of Four Thousand Two Hundred Fifty and 00/100's Dollars (US\$4250.00), the receipt of which is hereby acknowledged, for myself, my heirs and assigns, and my personal representatives, hereby voluntarily and knowingly RELEASE, ACQUIT AND FOREVER DISCHARGE Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc. (formerly Remington Arms Company, Inc.), their predecessors, successors, heirs and assigns, agents, servants, employees, officers, directors, shareholders and corporate, personal and litigation attorneys (together hereinafter "Releasees") of and from any and all claims, actions or causes of action, demands, damages (both actual and punitive), costs, judgments, debts, expenses, liabilities, attorneys' fees and legal costs, injunctive or declaratory relief, whether known or unknown, whether in law or in equity, whether in tort or contract, of any kind or character, including without limitation claims to recover damages for personal injuries, medical expenses, lost wages, loss of consortium, loss of society, or loss of earning capacity and from whatsoever cause arising or from whatsoever act or omission arising, which I now have, or might otherwise have, against the persons or entities released herein, arising from an incident that occurred on or about 11/18/2003, which accident I claim resulted in injuries to me, all to the end that all claims or matters that are, or might be, in controversy between me and Releasees are forever put at rest, it being my clear intention to forever discharge and release all my past, present, and future claims against Releasees for all consequences resulting or potentially to result from the aforementioned events.

I further agree that I will not disclose the settlement terms in any manner. This includes verbal, written, and electronic communication. The terms and conditions of this settlement are between the parties involved and are not to be disclosed to any newspaper, magazine, radio or TV reporters, posted to the Internet, or disclosed to any other individual.

I agree that Releasees admit no liability of any sort and nothing in this Release of All Claims should be construed in any way as an admission by Releasees of any responsibility for the accident, or for an alleged defect in said product, or that any such defect exists. I further agree that said consideration and settlement is the compromise of disputed and doubtful claims and is a FULL AND FINAL SETTLEMENT made to terminate further controversy in respect of all claims that I presently assert, or might have asserted, because of the events described herein. I acknowledge and understand that any injuries sustained by me are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite, and I agree that this compromise settlement shall apply to all unknown and unanticipated injuries and damages resulting from said accident, as well as those now disclosed.

I hereby warrant that I am over 18 years of age and that no representations about the nature or the extent of any claims, demands, damages, injuries or rights that I have, or may have, against Releasees have been made by Releasees or their representatives to me or to anyone acting on my behalf to induce me to execute this Release of All Claims, and I rely on no such representations.

I expressly waive, to the maximum extent allowed by law, the provisions of any state law seeking to limit the scope of a release, including but not limited to Section 1542 of the Civil Code of the State of California, or any similar law, which reads as follows:

Remington Arms Company, Inc.
Version: February 20, 2001

PS00064

"A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected settlement with the debtor."

If for any reason any provision or portion of this Release of All Claims shall be found to be void or invalid, then such provision or portion shall be deemed to be severable from the remaining provisions or portions of this Release of All Claims, and it shall not affect the validity of the remaining portions or provisions, which shall be given full effect as if the void or invalid provision or portion had not been included herein.

I, **Bryan Keith Turner**, have fully read and understood this Release of All Claims before signing my name, and I sign as my own free act. IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal.

CAUTION -- READ BEFORE SIGNING

Bryan Keith Turner (Sign)
(Claimant or if under age 18, then parent or legal guardian)

Bryan Keith Turner [Printed name]
(Claimant or if under age 18, then parent or legal guardian)

526 Falls Avenue
Street Address
Granite Falls, NC 28630
City, State Zip Code

STATE OF North Carolina)
)
COUNTY OF Caldwell)

On this 1 day of Dec, 2003, before me personally appeared Bryan Keith Turner to me known to be the person who executed the foregoing Release of All Claims, and acknowledged that he/she executed the same of his/her own free act and deed for the consideration set forth therein.

Melodie R Mathis
Notary Public
My Commission Expires: April 26, 2004

File Number:	19450	Arms Service number:	73378
Last Name:	TURNER	First Name:	BRYAN
Street:	526 FALLS AVENUE	City:	GRANITE FALLS
State:	NC	Zip:	28650
Home Pn:		Home Pn:	828-396-7830
Work Pn:		Product Type:	F A T O
Type Concern:	PI	Concern Code:	1025
Concern:	UNEXPLAINED DISCHARGE FACE CUT		
Cause Code:	A040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPLY	Classification:	UND UNJ UNC UND
Settlement Detail:	SENT ARS LABEL	Settlement Amount:	\$0.00
Date Opened Rem:		Date Opened by P/S:	11/10/2003
Date of Incident:	11/8/2003	Date Closed:	
Date to Analysis:		Date from Analysis:	
Model:	Z10	Serial:	
RAMAC:	71057	Date Code:	
Custody:	OWNER	Litigation:	<input type="checkbox"/>
Time of Modification:	1:16:35 PM	Prelitigation:	<input checked="" type="checkbox"/>
Date of Modification:	11/10/2003	Obscure:	<input type="checkbox"/>
<p>Claims: new rifle being sighted in. Rifle was picked up by the butt stock of a pick up bed. rifle discharged causing a cut in the forehead. Bullet went through tool box, truck cab, shattered rear window, and damaged interior. Claims that the safety was on, and the trigger was very "touchy". He is returning to doctors today to have bandages changed. Sent letter and ARS label. - Reached settlement agreement of \$4250.00. - Release sent 11/26/03.</p>			

Remington Arms Company, Inc.

Sporting Arms - Ammunition - Targets - Traps

Ilion, NY 13357

25 November 2003

Bryan Keith Turner
526 Falls Avenue
Granite Falls, NC 28630

RE: Personal Injury and Property Damage Settlement
Our file #: 73378

Dear Bryan:

We are glad that we were able to reach a mutually satisfactory settlement to your Model 710 concern. The settlement includes payment for the property damage for all damages involved in the incident, and payment for your injury. It also includes \$1000.00 for you to purchase a new rifle and scope. The model 710 rifle that you returned will be scrapped by Remington.

I have enclosed a release that needs to be signed, notarized and returned to my attention. Once I have the executed release, I will issue the paperwork needed to get you a check cut for \$4250.00.

It certainly has been a pleasure working with you to settle this concern. We wish you many years of enjoying the shooting sports. If you have any questions feel free to call me directly.

Sincerely,



Fred Supry
Consumer Affairs Specialist
Law Enforcement Training Instructor
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606
fred.supry@remington.com

Visit our web site: www.remington.com

PS00067

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS THAT I, Bryan Keith Turner ("Claimant"), for and in consideration of the compromise of disputed claims and upon the receipt of Four Thousand Two Hundred Fifty and 00/100's Dollars (US\$4250.00), the receipt of which is hereby acknowledged, for myself, my heirs and assigns, and my personal representatives, hereby voluntarily and knowingly RELEASE, ACQUIT AND FOREVER DISCHARGE Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc. (formerly Remington Arms Company, Inc.), their predecessors, successors, heirs and assigns, agents, servants, employees, officers, directors, shareholders and corporate, personal and litigation attorneys (together hereinafter "Releasees") of and from any and all claims, actions or causes of action, demands, damages (both actual and punitive), costs, judgments, debts, expenses, liabilities, attorneys' fees and legal costs, injunctive or declaratory relief, whether known or unknown, whether in law or in equity, whether in tort or contract, of any kind or character, including without limitation claims to recover damages for personal injuries, medical expenses, lost wages, loss of consortium, loss of society, or loss of earning capacity and from whatsoever cause arising or from whatsoever act or omission arising, which I now have, or might otherwise have, against the persons or entities released herein, arising from an incident that occurred on or about 11/18/2003, which accident I claim resulted in injuries to me, all to the end that all claims or matters that are, or might be, in controversy between me and Releasees are forever put at rest, it being my clear intention to forever discharge and release all my past, present, and future claims against Releasees for all consequences resulting or potentially to result from the aforementioned events.

I further agree that I will not disclose the settlement terms in any manner. This includes verbal, written, and electronic communication. The terms and conditions of this settlement are between the parties involved and are not to be disclosed to any newspaper, magazine, radio or TV reporters, posted to the Internet, or disclosed to any other individual.

I agree that Releasees admit no liability of any sort and nothing in this Release of All Claims should be construed in any way as an admission by Releasees of any responsibility for the accident, or for an alleged defect in said product, or that any such defect exists. I further agree that said consideration and settlement is the compromise of disputed and doubtful claims and is a FULL AND FINAL SETTLEMENT made to terminate further controversy in respect of all claims that I presently assert, or might have asserted, because of the events described herein. I acknowledge and understand that any injuries sustained by me are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite, and I agree that this compromise settlement shall apply to all unknown and unanticipated injuries and damages resulting from said accident, as well as those now disclosed.

I hereby warrant that I am over 18 years of age and that no representations about the nature or the extent of any claims, demands, damages, injuries or rights that I have, or may have, against Releasees have been made by Releasees or their representatives to me or to anyone acting on my behalf to induce me to execute this Release of All Claims, and I rely on no such representations.

I expressly waive, to the maximum extent allowed by law, the provisions of any state law seeking to limit the scope of a release, including but not limited to Section 1542 of the Civil Code of the State of California, or any similar law, which reads as follows:

Remington Arms Company, Inc.
Version: February 20, 2001

PS00068

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00073378** Serial: **71083414** Model: **710** Center Fire: **Caliber** Repairman: **278 W/SCOPE** Status: **New 11/25/2003 2:05:58 PM**

Address Information

Customer: Received From: Return To: Received From:

Name: **BRYAN TURNER** **BRYAN TURNER**

Address 1: **526 FALLS AVE** **526 FALLS AVE**

Address 2: PO Box: PO Box:

City: **GRANITE FALLS** **GRANITE FALLS**

State: **NC** Zip Code: **28630** Country: **US** State: **NC** Zip Code: **28630** Country: **US**

FFL:

Contact / Condition **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	Code	User ID	Desc1	Current Status	
11/21/2003 11:11	New	franzj	Repair Added	<input type="checkbox"/> Shipping Hold	New
11/25/2003 2:05	Update	brygidoww	Repair information change	<input type="checkbox"/> InterFace Hold	11/25/2003 2:05:58 PM
11/25/2003 2:08	Expedite	brygidoww	From: Check In	<input type="checkbox"/> Estimate Sent	brygidoww
[REDACTED]				<input type="checkbox"/> Parts Received	Product Services
				<input type="checkbox"/> Passed Inspection	Repair Location
				<input type="checkbox"/> Return As Received	IN
				<input type="checkbox"/> Has been Approved	Current Location
				<input type="checkbox"/> Internal Repair	IN
				<input type="checkbox"/> Transfer Number	

Repair Search **Refresh** **Close**

UP:MI 11/25/2003 3:28 PM CAPS NUM INS SCPL

Start Search... Pser... Cust... DMS... J Arm... 3:28 PM

PS00069

File Number:	19460	Arms Service number:	
Last Name:	TURNER	First Name:	BRYAN
Street:	526 FALLS AVENUE	City:	GARNITE FALLS
State:	NC	Zip:	28630
Work Ph:		Home Ph:	828-396-7830
Type Concern:	PI	Product Type:	F A T O
Concern:	UNEXPLAINED DISCHARGE - FACIAL CUT	Concern Code:	1025
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	SENT ARS LABEL	UNJ UNC UND	
Date Opened Rem:		Date Opened by P/S:	11/10/2003
Date of Incident:	10/8/2003	Date Closed:	
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	
RAMAC:	710	Date Code:	
Custody:	OWNER	Litigation:	<input type="checkbox"/>
Time of Modification:	1:16:35 PM	Prelitigation:	<input checked="" type="checkbox"/>
Date of Modification:	11/10/2003	Obsolete:	<input type="checkbox"/>
Comments:	<p>Claims new rifle being sighted in. Rifle was picked up by the butt stock off a pick up bed - rifle discharged causing a cut in his forehead. Bullet went through tool box, truck cab, shattered rear window, and damaged interior. Claims that the safety was on, and the trigger was very touchy. He is returning to doctors today to have bandages changed. Sent letter and ARS label.</p>		
Settlement Amount:	\$0.00	Caliber:	270
Bullet Weight:		Manufacturer:	
Date Mfgd:			

PS00070

Remington Arms Company, Inc.

Sporting Arms - Ammunition - Targets - Traps

Ilion, NY 13357

10 November 2003

Bryan Turner
526 Falls Avenue
Granite Falls, NC 28630

RE: Personal Injury and Property Damage Concern

Dear Mr. Turner:

We certainly hope that your injury heals quickly and that you get back to enjoying the shooting sports. We were sorry to learn of the unfortunate incident that occurred while you were sighting in your new Model 710 rifle.

Enclosed you will find an ARS label for you to return the rifle to my attention for examination. We will try to determine what caused the incident that you experienced. Please include, inside the shipping package, a note with your name, address, telephone number, and a brief description of the incident. At some point we will also need a copy of your medical records, and a copy of the estimate for repairs to the truck.

Once we complete our examination, we will contact you to discuss our findings. I'm sure that we can work together to reach a mutually acceptable conclusion to this unfortunate incident. If you have any questions feel free to contact me.

Sincerely,



Fred Supry
Consumer Affairs Specialist
Law Enforcement Training Instructor
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

315-895-3606
fred.supry@remington.com

Visit our web site: www.remington.com

PS00071

BARBER - Kinzer PPS GAL RE0005796

WAYNE V WILSON MD
PO BOX 6115 HWY 127 NORTH
COKORY NC 28603
28/495-4445 Fax:828/

C H A R G E S

INVOICE #: 235840

DATE: 11/14/03

BILLED TO:

CRYAN K. TURNER ACCT #101726 POL#243194674 GRP#SF946
526 FALLS AVENUE
GRANITE FALLS, NC 28630

DATE	ICDA	CPT	DESCRIPTION	#	AMOUNT
11/14/03	724.2	99213	OFFICE VISIT ESTABLISHED LEVEL 3	1	60.00
SUB-TOTALS:					60.00

Stitches/Tape Removed 11/14/03

CURRENT VISIT TOTAL CHARGES:	\$	60.00
INSURANCE PORTION:	\$	60.00
CURRENT PATIENT PAYMENTS:	\$	-34.00
CURRENT INSURANCE PAYMENTS:	\$	-221.00
BALANCE CARRIED FORWARD:	\$	233.00
BALANCE AS OF 11/14/03	\$	38.00

Payment 33.00 07/21/03

W WILSON MD
9167 PR# 2188661F

TERMS NET 30 DAYS

PS00073

CHARGES/PAYMENTS

ITEMIZED STATEMENT

DATE: 11/10/2003

INSURED: TURNER, BRYAN
 PATIENT: BRYAN K. TURNER 101726
 1017 FALLS AVENUE
 WHITE FALLS NC 28630
 243-19-4674 POL#243194674
 E/INJ: GRP#SF946

IRS#: 943429167

EMPLOYER: CT GROUP

HEALTH CARE SAVINGS
 4530 PARK RD, SUITE 110
 CHARLOTTE NC 28209

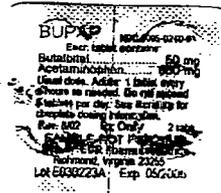
WAYNE V WILSON MD
 PO BOX 6115 HWY 127 NORTH
 HICKORY NC 28603
 818-4395-4445 Fax: 828/

COMM-INS
 DATE OF LAST BILL: 11/06/2003 PR# 2168661F ID# 88499

E	CPT	DESCRIPTION	* POS	TOS	#	AMOUNT
10/2003	99213	OFFICE VISIT ESTABLISHED LEVEL 3	11	1	1	60.00

Return Appt Friday 11/14 @ 10:30 am to have stitches removed from forehead. Was given samples of medication for effect from concussion every 4 hrs.

*Butalbital 50mg
 Acetaminophan 650mg*



PS00074

BARBER - Kinzer PPS GAL RE0005798

FRMC - ALEXANDER CAMPUS
Itemized Statement of Account

Account #: 002009215

Date: November 14, 2003

Patient Last Name: TURNER
Patient First Name: BRYAN

Permanent Address: 526 FALLS AVENUE
Permanent City: GRANITE FALLS
Permanent State: NC
Zip Code: 28630-0000

Visit Date: 2003/11/08
Charge Date: 2003/11/08

Physician Name: BELL, JOSEPH

Primary Insurance: HEALTH CARE SAVINGS Secondary Insurance: None

Description	Service Date	Quantity	Amount
AGENCY ROOM	2003/11/08	1	142.00
TRIAL SUPPLY	2003/11/08	2	18.00
Total Charges			160.00

Balance Due 160.00

*\$160⁰⁰ to get my head sewed/taped up -
- Bryan Turner*

PS00075

BARBER - Kinzer PPS GAL RE0005799

FRMC - ALEXANDER CAMPUS
Itemized Statement of Account

atient Account #: 002009215

Date: November 14, 2003

atient Last Name: TURNER
atient First Name: BRYAN

Permanent Address: 526 FALLS AVENUE
Permanent City: GRANITE FALLS
Permanent State: NC
Zip Code: 28630-0000

Date: 2003/11/08
Discharge Date: 2003/11/08

Physician Name: BELL, JOSEPH

Primary Insurance: HEALTH CARE SAVINGS Secondary Insurance: None

Description	Service Date	Quantity	Amount
EMERGENCY ROOM	2003/11/08	1	142.00
CENTRAL SUPPLY	2003/11/08	2	18.00
Total Charges			160.00

Balance Due 160.00

*\$160⁰⁰ to get my head sewed/taped up -
- Bryan Turner*

PS00076

Bryan K. Turner
526 Falls Avenue
Granite falls, NC 28630
828-396-7830

Mr. Fred Supry - Direct Line →
C/O Remington Firearms Company
PO Box 700
Madison, NC 27025
1-336-548-8700

1-336-548-7801 (FAX)

1-800-243-9700
1-315-895-3606
14 Hoefler Avenue
Ilion, NY 13357

RE: Remington Model 710 with scope recall, and resulting misfire thereof

Dear Mr. Supry,

I do appreciate you returning my call today, Monday, November 10, 2003. I would like to repeat what I stated over the phone. The safety was on. My friends can attest to that, they are the ones that sighted in the Remington Model 710 .270 caliber for me. I picked up the gun by the stock itself, and it fired. I was in shock. I can remember seeing pieces flying from the bed of Jimmy's Dodge pick-up truck, and I thought, "Oh God, I'm hit". It is a diesel model, long bed. The shell hit at an angle denting Jimmy's pick-up bed, and tearing a rubber bed liner, as I was lifting the firearm, and the round fragmented into several parts. Part of the round went into Jimmy's toolbox, leaving a hole, and denting the lid from the inside. Another splinter went through the front of Jimmy's pick-up bed, and went through the rear of the cab again. From there it appears to have splintered once more. It seems that part of this latter fragment is lodged in the rear seat of Jimmy's pickup, and the other fragment from this went upwards and out his rear split windshield. The gun recoil also caused me to sustain a open wound to my forehead, as enclosed, that required treatment at the nearby hospital in Taylorsville, NC. I have steri-strips that are to be worn through at least Friday, November 14, 2003, on my forehead right between my eyes of all things. At that time, Doctor Wilson will again see me as today during a follow-up (diagnosed concussion), clean the wound on my forehead, and redress at that time as enclosed. Doctor Wilson also gave me sample medication for this. I am furnishing you with the papers that I have at present. It may be some time before I get anything from Frye Hospital in Taylorsville, NC.

Also as I stated to you on the phone, from the day I got this model 710 out of layaway at Castle Sports Unlimited in Granite Falls, NC, I did not like how the trigger felt, or operated. The trigger is VERY touchy, nor does the safety feels right. Jimmy, and my friend John, noted this as well. It is also unfortunately noticed, this gun fires with the safety on, as well as off. I've been around guns all of my life and this has left me in shock, as well as that of my friends. I am a proud life member of the NRA. All I want is for things to be made right as you stated on our phone conversation. That is as follows as we talked of:

PS00077

Bryan K. Turner
526 Falls Avenue
Granite falls, NC 28630
828-396-7830

Mr. Fred Supry - Direct Line
C/O Remington Firearms Company
PO Box 700
Madison, NC 27025
1-336-548-8700
1-336-548-7801 (FAX)

1-800-243-9700
1-315-895-3606
14 Hoefler Avenue
Ilion, NY 13357

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PS00078

ADVANCE AUTO PARTS
 Steve L. Giesco
 741 North Main Street
 Taylorville, IL 62681
 (618) 536-0511

11/11/2003 10:56:55 REC BY CARRIER 018
 PH 1759023 1 # 69.99 89.99
 6 P/L. REPLY DUT 8841625

SUBTOTAL 69.99
 LOCAL TAX 0.88
 STATE TAX 4.98
 TOTAL 74.89

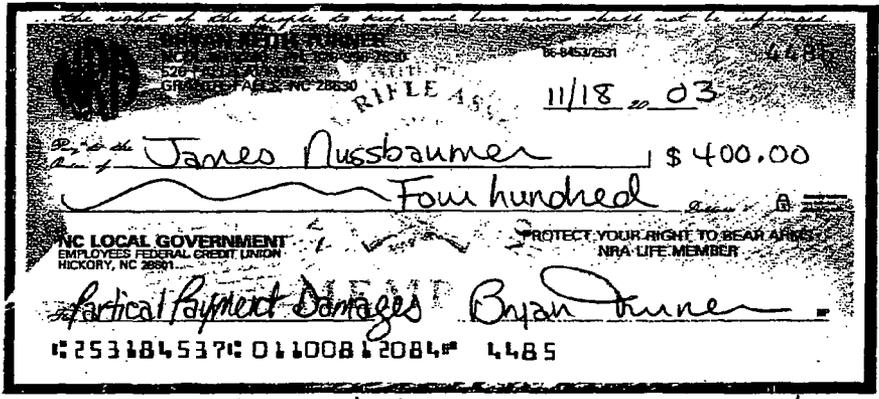
CREDIT CARD PAYMENT 74.89
 CHANGE DUE 0.00

NUSSBAUMER, JIM
 745 HART LN
 TAYLORVILLE, NC 28681
 (919) 638-5999

TRANSACTION #: 08994310
 SALESPERSON #: 003

Card holder acknowledges receipt of goods and/or services in the amount of total shown herein and agrees to pay.

\$74.89 to replace Mr. Nussbaumer's bed mat.



Partial Payment to Mr. James Nussbaumer
 Check 4485 received from Bryan Turner
 11/18/03 for damages to pick-up caused
 by faulty Model 710 Remington Rifle.
 Jimmy had to spend \$500 + dollars of his
 house payment, so I had to repay him as
 much as possible -

Bryan Turner

ADVANCE AUTO PARTS
 8705 E. 4450
 781 North Johnston St
 TAYLORSVILLE, NC 28681
 (919) 852-9311

11/21/2003 16:58:06 REC BY CASHIER 018
 PH 1750023 1 4 69.99 69.99
 6 BILL HENRY DOT 0841165

Subtotal 69.99
 LEAD TAX 0.00
 STATE TAX 4.98
 TOTAL 74.97

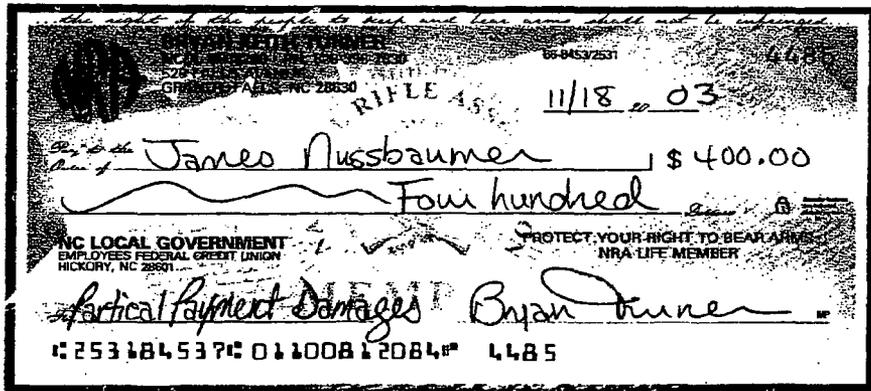
CREDIT CARD PAYMENT 74.99
 CHANGE DUE 0.00

NUSSBAUMER, TIM
 785 BLAIR RD
 FOLDSVILLE, NC 28641
 (919) 531-5820

TRANSACTION #: 0094510
 SALEPERSON #: 003

Card holder acknowledges receipt of goods and/or services in the amount of Total shown herein and agrees to pay...

\$74.89 to replace Mr. Nussbaumer's bed mat.



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 Check 4485 received from Bryan Turner
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 Jimmy had to spend \$500 + dollars of his
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Bryan Turner

PS00080

For Fast and Friendly Service, Come In



PS00083

Your Mailing & Business Service Center



Fed



Victor Fisher
Gateway Plaza Shopping Center
2359 US Hwy. 70 SE
Hickory, NC 28602-4732
(828) 325-8333
Fax: (828) 325-8334

Quick Pack & Ship
2359 US Hwy 70 SE
Hickory, NC 28602-4732
(828)325-8333
Fax: (828)325-8334

Bubble Wraps	3.75 TX
Peanuts	1.00 TX
SUBTOTAL	4.75
TAX:	
State Tax on 4.75	0.22
County Tax on 4.75	0.12
TOTAL	5.09
TEND Cash	5.09

11/11/2003
11:41 AM

#8

Charge for packing
the Remington 710 Rifle
- Bryan Turner



Bryan Keith Turner
526 Falls Avenue
Granite Falls, NC 28630
828-396-7830

Settled for
\$4250.00

PS00084

Bryan K. Turner
526 Falls Avenue
Granite falls, NC 28630
828-396-7830

Mr. Fred Supry - Direct Line - 1-315-895-3606
C/O Remington Firearms Company
PO Box 700
Madison, NC 27025
1-336-548-8700

Remington Firearms Company
14 Hoefler Avenue
Ilion, NY 13357

RE: Remington Model 710 with scope recall, and resulting misfire thereof

Dear Mr. Madison,

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PS00085

My gun repaired, the stock reblued from the fragmentation, and the necessary repairs/replacements made not just to my Remington Model 710, but for Jimmy's truck to be repaired, and I am trying to reach him through John, at 828-234-1145 (cell number), or home at 828-313-0988, (I do not know Jimmy's number, but John does, and Jimmy is to be getting the actual estimates to me), and finally, those medical bills for me paid and refunded that I have paid so far. If any reimbursement for mental harm is paid, that is your call here (from resulting dizziness, headache, pain from the hit, steri-strips w/medications and medical visits), but I would so love to have a "Real Tree Hardwood Stock TM" on it, and I would pay for it only if it absolute need be the case. I just ask that you work with me, since I have been on disability for right near 2 years now if I "may" have to pay for this replacement stock (in all honesty, the standard machine tool gray stock is butt-ugly). I am a very fair individual to work with Mr. Supry, and I am not one to be "sue happy". I just want things here to be made right, nothing more. I understand well things go wrong at times. Personally, I hate these anti-gun lobbyists, which try to take away our 2nd Amendment Rights as outlined in the Constitution of the United States of America. What a bunch of morons they are for not truly understand the 2nd Amendment, if it wasn't for a well armed military, and public, then our great country may have very well been invaded ages ago. God Bless America!

Well, I've said all I have to say here. I hope you understand what I am trying to say here. This is what happened. Finally, I hope Remington continues to manufacture quality firearms now, and in the future, plus supports organizations such as the NRA.

Sincerely,

Bryan K. Turner
1 copy of 2



Enclosures

PS00086

Regional Medical Center/Alexander Campus 326 3rd Street SW Taylorsville, NC 28681 FMC 004-Alex (04/02) 11

C.N.	DATE	TIME	MODE OF ARRIVAL	PHYS. #	ATTENDING PHYSICIAN	MEDICAL RECORD #	PRIMARY PHYSICIAN	FC	
215	11/8/03		POV	5061	Bell	7871			
BT NAME	FIRST NAME	MIDDLE I	AGE	DATE OF BIRTH	SEX	MAR. STATUS	RACE	HEARING IMP. (Y/N)	E.R. REP.
Turner,	Bryan		41	3-10-62	M	S	1		

EMERGENCY CARE INSTRUCTIONS TO PATIENTS. The examination and treatment you have received in the Emergency Department has been rendered on an EMERGENCY basis ONLY and is intended to be a substitute for or an effort to provide COMPLETE medical care. Your primary care physician should receive a copy of your records and test reports. It may be important that let him check you again and that you report to him any new or remaining problems at that time. This is necessary because it is IMPOSSIBLE to recognize and treat ALL elements of illness or injury in a single Emergency Department visit. If you are not better, if you become worse, or if new symptoms appear, you should seek further care either at the Emergency Department or with your regular doctor.

ADDITIONAL INSTRUCTIONS:

YOUR X-RAYS have been read by the attending physician in the Emergency Dept. For your added protection, your X-Rays will be reread the next morning by Radiology Dept. If any abnormalities are found that require a change in your treatment, you or your doctor will be called. (Please be certain that the Emergency Dept. has a phone number where you can be reached.) Sometimes fractures or abnormalities may not show up on X-rays for several days. If your symptoms continue or get worse, call your doctor. More X-rays may need to be taken.

D INJURY INSTRUCTIONS

Worsening headache, persistent vomiting, stiff neck, fever, confusion or unusual drowsiness, convulsions or unconsciousness, clumsiness or other problems with normal use of arms or legs, or areas of skin numbness.
 Unless otherwise instructed, use only Tylenol for pain.
 Waken patient every _____ hours for the next _____ hours to check the above. You should report to a doctor immediately if anything listed occurs.
JOINT, FRACTURE & SEVERE BRUISES
 Elevate the injured part above level of heart to lessen swelling.
 Ice packs also help prevent swelling, especially during the first 48 hours.
 Place ice in plastic or rubber bag, cloth covering.
 Wear both layers (soft white padding and Ace wrap) of your foot/ankle dressing when your foot is hanging down. When your foot is elevated, remove both layers and apply ice to the areas that are swollen or painful. Wear splint for _____ days.
 Rewrap the dressing if it is too tight or loose.
 Use warm soaks for _____ minutes, _____ times a day.
 Use crutches and do not bear weight on affected leg.
 Rise from lying or sitting positions slowly

DRINK extra liquids. Take Tylenol every 4 hours or as directed (use up to _____ tablets if nauseated).
 If temperature above 103 degrees, sponge child with lukewarm water and allow water to evaporate. Repeat as necessary.
RESPIRATORY INFECTIONS AND CHEST INJURIES
 Use vaporizer or humidifier. No cigarette smoking.
 Breathe in and deep breathe every hour.
 Report again for sudden increase in chest pain or shortness of breath, or evidence of pneumonia (fever, chills, etc.)
SEA, VOMITING, OR DIARRHEA
 Drink clear liquids, beginning with small amounts, until your symptoms improve. Clear liquids include soft drinks, Jell-O, Kool Aid, Gatorade, coffee, tea, Pedialyte, or clear broth.
 If symptoms continue and your urine production markedly decreases, see your doctor.

WOUND CARE (CUTS, ABRASIONS, BURNS, ETC.)
 Keep the dressing clean at all times. Keep completely dry for 48 hrs
 Despite the greatest care, any wound can become infected. If your wound becomes red, swollen, shows pus or red streaks, or feels more sore instead of less sore as days go by, you must report to a doctor right away.
 Clean wound _____ times a day. Soap & H₂O begin 4/8
 Dressing should be changed in _____ days.
 Keep the wound dry for _____ days. If the dressing gets wet, change it immediately; do not allow a wet dressing to remain on the wound.
 Diphtheria-tetanus given. Stitches out in _____ days.
 Keep cut moist with Neosporin ointment. Apply every 8 hours.

KEY STONES
 See your doctor immediately if you have: fever, chills, pain the medicine will not control or vomiting up the medicine and having pain.
 Strain through the strainer. Save any stones and take them to your physician.
 If you are not nauseated, drink as much liquid as possible.

CAUTIONS
 Some of your medicines may make you sleepy, please don't drive or operate machinery until you see if you are too sleepy to do so safely.
BLOOD PRESSURE
 Your blood pressure is _____. This is elevated. Please have it rechecked by your family physician.

CONTACT LENS
 If you have persistent pain in your eye, yellow-green discharge, loss of vision or persistent sensation of something in your eye, return or see your physician.
 Wear patch for _____ hours. Don't blink under patch and don't drive when wearing patch.

FOLLOW-UP INSTRUCTIONS
 See Dr. _____ in _____ days if not well or improved. Take all medicines with you. Be seen sooner if you get markedly worse.
 Take your X-rays with you to your follow-up appointment. Check out at the X-ray department on the day of your appointment.
 Return to Emergency Dept. in _____ days for recheck.
 See _____ on _____ for _____

ADDITIONAL INSTRUCTIONS:

Tylenol / Acetaminophen for pain

I hereby acknowledge receipt of all the instructions indicated above. I understand that I have received EMERGENCY treatment only and that I may be released before all my medical problems are known or treated. I will arrange for follow-up care as indicated above. I understand that if my condition worsens or new symptoms appear, I should contact my Doctor immediately or return to the Emergency Department.

X: Bryan K. Turner
 Patient or guardian signature

K. Recker, RN / Pt. voiced understanding

EMERGENCY SERVICES
FRYE REGIONAL MEDICAL CENTER/ALEXANDER CAMPUS
 326 3rd Street SW, Taylorsville, NC 28681 - Phone 828-635-4200

PATIENT _____ DATE _____
 ADDRESS _____
 PHONE _____

	MG/CC	QUAN	REFILLS
1 Rx _____		0	1
2 Rx _____		2	3
3 Rx _____		0	1
		2	3

PS00087

CHARGES/PAYMENTS

ITEMIZED STATEMENT

DATE: 11/10/2003

IRS#: 943429167

EMPLOYER: CT GROUP

INSURED: TURNER, BRYAN
 PATIENT: BRYAN K. TURNER 101726
 3 FALLS AVENUE
 DANITE FALLS NC 28630
 #243-19-4674 POL#243194674
 TE/INJ: CRP#SF946

WAYNE V WILSON MD
 PO BOX 6115 HWY 127 NORTH
 HICKORY NC 28603
 813/495-4445 Fax:828/

HEALTH CARE SAVINGS
 4530 PARK RD, SUITE 110
 CHARLOTTE NC 28209

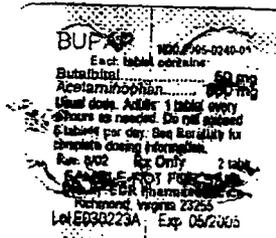
COMM-INS

OF LAST BILL: 11/06/2003 PR# 2188661F ID# 86499

TE	CPT	DESCRIPTION	* POS	TOS	#	AMOUNT
11/10/2003	99213	OFFICE VISIT ESTABLISHED LEVEL 3	11	1	1	60.00

Return Appt Friday 11/14 @ 10:30 am to have stitches removed from forehead. Was given samples of medication for effect from concussion every 4 hrs.

*Butalbital 50mg
 Acetaminophan 650mg*



PS00088

From:

Fred Supry

56528

Remington Arms
Illion, NY 13357

315-895-3606

Date

710

1st time
sighting in

270

~~Bryan~~

TURNER

828-396-7830

Reached down picked up
by stock. DR.

- Pickup damaged
Personal injury

Cut forehead

(41)

Bryan Turner

526 Falls Ave

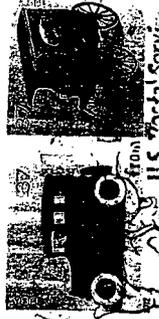
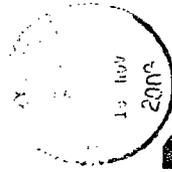
Grant Falls,

NC

28630

PS00089

Mr. Bryan Turner
526 Falls Ave.
Greenville, NC 28630-8642



Remington Arms Company
Attn: Mr. Fred Supry
14 Hoefler Avenue
Ilion, NY 13357



PS00090



Mr. Bryan Turner
526 Falls Ave.
Granite Falls, NC 28630-8642



PS00091

Remington Arms Company
14 Hoefler Avenue
Ilion NY 13357

Attn: Fred Supry

13357+1888 08



Mr Bryan Turner
526 Falls Ave
Granite Falls, NC 28630



Remington Firearms Company
Attention = Mr. Fred Supry
14 Hoefler Avenue
Ilion, NY 13357

13357+1816



BARBER - Kinzer PPS GAL RE0005814

BARBER - Kinzer PPS GAL RE0005814

WAL-MART # 01-2782
M710 F06C

2003
72131

PS00092



TRACKING DOCUMENT

Repair Order Number



Repair Order Number RE00072131	Description/Serial Number 71059545 REPLACEMENT 71143233	Repairman - Chuck Dekanek
Account # - R-	Model 710 Center Fire Caliber: 270 W/SCOPE	Date Received - 10/31/2003
Customer ALLISON AND CAREY GUN WORKS INC 17311 SE STARK PORTLAND. OR 97233 US		Estimate Date - Current Date - 11/20/2003
Phone (H) Phone (W)		Return To WAL MART STORE 01 2782 2745 AMERICAN LEPION BLVD MOUNTAIN HOME. ID 83647 US
		Fax Email

Reported		Problems		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE FOR		
M992	FIRE ON ITS OWN				

Material #		MaterialDesc		Repair		Warranty	
		Quantity Needed	Quantity From Inv	Quantity From Kit		(Y/N)	
Service							
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0		Y	
4000254	GR-FIREARM REPLACEMENT	1	1	0		Y	
Service Total:		1	1	0			

ProblemNotes Fired on bolt closing,unable to duplicate.Supply replacement M/710 270 cal RAMAC 7408.DJS 10/31

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00093

File Number:	19458	Arms Service number:	72131
Last Name:	WALMART #012782	First Name:	
Street:	2745 AMERICAN LEGION BLVD	City:	MOUNTAIN HOME
State:	Id	Zip:	83847
Home Ph:		Home Ph:	
Work Ph:		Product Type:	F A T O
Type Concern:	S	Concern Code:	1008
Concern:	FIRE D ON BOTTL CLOSING		
Cause Code:	2040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SANJITA	Classification:	UND UNJ UNC UND
Settlement Detail:	NEW RAMAC 7408 N/C	Settlement Amount:	\$135.52
Date Opened Rem:	10/31/2003	Date Opened by P/S:	11/11/2003
Date of Incident:		Bullet Weight:	
Date to Analysis:		Date from Analysis:	11/7/2003
Model:	740	Serial:	Z1059545
RAMAC:	740	Date Code:	KW
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	4:19:02 PM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	11/7/2003	Obsolete:	<input type="checkbox"/>
Comments:	Unable to duplicate concern. Supply replacement RAMAC 27408 n/c. Scrap old rifle return scope and magazine box to DJS		

Serial Number: **71059545**

Model: **710**



RE00072131

10/31/03

Fired on belt

Chung

Date

Code KW

May 01, 2002

Unable to duplicate

Supply replacement

M/710 270 cal (7408)

SCRAP OLD 710

Return Scope & Mag Box

TO Dennis Sanita

FLS 11/2/03

RW# _____

Chung 230145

Sup SA# 71059545

PS00095

Jochem, Robert
2003
M/710

PS00097



TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00062950	Description/Serial Nber 71033466	Repairman - Robert Frink Date Received - 3/17/2003
Account # - R-	Model 710 Center Fire liber: 270 W/SCOPE	Estimate Date - Current Date - 3/24/2003
Customer ROBERT YOCEM 354 WEST 6TH STREET WEST WYOMING. PA 18644 US		Return To REMINGTON ARMS CO INC ATTN: MIKE KEENEY 315 WEST RING ROAD ELIZABETHTOWN. KY 42701 US
Phone (H) Phone (W)		Fax Email

Reported		Problems		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F		
M992	WILL FIRE WHILE LOADING				

Material #	Material Desc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Service					
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	Y
	Service Total:	0	0	0	

ProblemNotes Could not duplicate - Agreed to refund.
 Rifle being sent to R&D at Elizabethtown.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00098

Sanita, Dennis J.

From: Keeney, Mike
Sent: Friday, March 28, 2003 11:28 AM
To: Sanita, Dennis J.
Subject: RE: Model 710 serial number 71033466

Dennis,
I have reviewed and inspected the 710 and could not find anything that would cause it to fire on closing. I was also not able to duplicate the claim. The gun is shipping today, to your attention.

Thanks
Mike

-----Original Message-----

From: Sanita, Dennis J.
Sent: Tuesday, March 18, 2003 7:36 AM
To: Keeney, Mike
Subject: Model 710 serial number 71033466

I could not duplicate any of the customers concerns, sending rifle with copy of customer letter to your attn. Rifle is our property, I refunded per earlier agreement.



A handwritten signature, possibly 'Mike Keeney', is written above the number 'R-62950'.

March 10, 2003

In regards to: Our phone conversation on March 10th 2003 at 9:30 Am

~~Elmore Smith~~
Remington Arms Co.
14 Hoefler Ave
Ilion NY 13357

Dear Sir:

SUBJECT: REFUND OF MONIES DUE TO THE PURCHASE OF A DEFECTIVE MODEL 710
BOLT ACTION RIFLE.

The rifle you are receiving will fire when you attempt to load another cartridge into the chamber to ready it for the second shot. Since you cannot engage the safety after firing the weapon unless you open the bolt please use extreme caution. Thank you for refunding my purchase price of the firearm as I don't believe after my close call of severe injury I would enjoy hunting with even a supposed fixed version. Please mail refund to address on bottom of letter.

Thank you,

Robert Yochem

Robert Yochem
Enclosure (1)

Serial Number: **71033466**

Model: **710**



RE00062950

3/18/03

could not duplicate - original

Send mfr to RFD

- 1. Refunding*
- 2. Ship mfr to:*
- 3. Close Repair*

*MIKE KEENEY
REMINGTON ARMS CO
315 WEST Ring Road
Elizabethtown, KY*

42701

*1040
4040*

354 WEST 6TH ST
WEST WYOMING PA 18644

PS00101

Change 230145

RD-7018

Remington Arms Company, Inc.
INCORPORATED

Remington
S.V. No. _____
Remington
Order No. _____

RECEIPTED EXPENSE BILL MUST
ACCOMPANY ALL CHARGES FOR
TRANSPORTATION

ED VIA _____ SELLER'S INVOICE NO. _____ DATE 3-18-03
 SHIPPING WEIGHT _____ BOUGHT OF Robert Yochem
 F.O.B. _____ STREET AND NO. 345 West 6th Street
 _____ PER CENT _____ DAYS _____ DAYS NET CITY AND STATE West Wyoming, Pa. 18644

QUANTITY	DESCRIPTION	AMOUNT	
	To refund Model 710 purchase cost	375	.29
	Serial number 71033466 ret'd to Remington on RE00062950		
	In settlement of claim		

CHARGE	MATERIAL OR SERVICES REC'D BY	PAID	AMOUNT OF BILL
	3850050-230145		
		PURCHASED BY	DATE
	APPROVED BY	CHECK NO.	NET

RECEIVED OF
 REMINGTON ARMS CO. **\$Three Hundred Seventy Five Dollars-----**.29

DATE _____ SIGNATURE OF PAYEE _____

Copier

WAL★MART

ALWAYS LOW PRICES. ALWAYS WAL-MART.

Always

WE SELL
FOR LESS
MANAGER JODY DOYLE
(570) 883 - 9400
PITTSTON, PA

ST# 2543	DP# 00000622	TE# 77	TR# 01271
PROCESSING F	070538873547		2.00 H
GUN PERMIT	068113142347		3.00 H
BOLT RIFLE	004770027408		349.33 J
	SUBTOTAL		354.33
TAX 1	6.000 %		20 96
	TOTAL		375.29
	CASH TEND		380.00
	CHANGE DUE		4.71

ITEMS SOLD 3

TC# 4859 3734 6483 4892 6360 0



THE PRINCESS DIARIES, DECEMBER 18!
12/04/01 18:16:25

Copies

PS00103

File Number:	20699	Arms Service number:	88471
Last Name:	GARRETTSON'S SPORT CENTER	First Name:	
Street:	3817 W. 10TH STREET	City:	GREELEY
State:	CO	Zip:	80634
Work Ph:	970-353-8068	Home Ph:	
Type Concern:	S	Product Type:	F A T O
Concern:	OTHER- UNSPECIFIED OR UNDETERMINED		
Cause Code:	4040	Cause:	OTHER- UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UNC UNJ UNC UND J
Settlement Detail:	REPAIR AS NEEDED AT N/C		
Date Opened Rem:	12/11/2004	Date Opened by P/S:	
Date of Incident:		Date Closed:	12/2/2004
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71031387
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	8:29:41 AM	PreLitigation:	<input type="checkbox"/>
Date of Modification:	12/2/2004	Settlement Amount:	\$65.00
		Caliber:	
		Bullet Weight:	
		Manufacturer:	REM
		Date Mfgd:	9/1/2004
		Obsolete:	<input type="checkbox"/>
		Comments:	
		Could not duplicate the reported concern. Repair as needed at n/c	

Date: 12/1/04

By: Bruce Travis Sr.

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Garnetson's Sport Center

R.E. Number: 88471

Reason for inspection: Fires without pulling trigger.

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 71031387 Date of Manufacture: 9/01

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

PS00107

Feeding: —

Extraction/ejection: —

Trigger pull: Y #

Manual safety: OKAY

Test firing results (if applicable): —

DISPOSITION

could not duplicate concern. Repair was
needed at N/C #250745

ADDITIONAL COMMENTS

MANGONE, RONALD 2004

m/710

PS00109



TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00089195	Description/Serial Number 71071994 REPLACEMENT S6508561	Repairman - Bruce Travis Date Received - 12/10/2004
Account # - R-	Model 710 Center Fire Caliber: 3006 WITH SCOPE	Estimate Date - Current Date - 1/10/2005
Customer RONALD MANGONE 2766 7TH STREET ROAD LOWER BURREL , PA 15068 US		Return To RONALD MANGONE 2766 7TH STREET ROAD LOWER BURREL , PA 15068 US
Phone (H) (724)-339-4787 XH Phone (W) (412)-916-5745 XC		Fax Email

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F
M992	DISCHARGED WHILE LOCKING BOLT DOWN		

Material #		MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Service						
4000104		ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000254		GR-FIREARM REPLACEMENT	1	1	0	Y
Service Total:			1	1	0	

ProblemNotes exchange for ramac# 29717. fit new gun with scope from m/710.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00110

File Number:	20679	Arms Service number:	86195
Last Name:	MANGONE	First Name:	RONALD & SHERRI
Street:	2766 7TH STREET RD	City:	LOWER BURRELL
State:	PA	Zip:	15068
Work Ph:	412-916-5745	Product Type:	F A T O
Type Concern:	PD	Concern Code:	1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	2040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UNC
Settlement Detail:	NEW RIFLE P.U.S \$2866.19	UND UNC UND J	Settlement Amount:
Date Opened Rem:	12/10/2004	Date Opened by P/S:	11/30/2004
Date of Incident:		Date Closed:	12/27/2004
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71071994
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	10:08:30 AM	PreLitigation:	<input checked="" type="checkbox"/>
Date of Modification:	11/30/2004	Obsolete:	<input type="checkbox"/>
<p>Accidental discharge - claims filed for missing - shot and damaged vehicle - could not duplicate concern - safety ناراد to move - offered to cover repairs and exchange the Model 710 rifle for a Model 700 rifle at fric - Release sent 12/4/04 - rifle at Bures Trays - Bench - ordering Model 700 ADL S/N 3006 - and mounts for install scope - 12/15/2004 - we changed order to RAMAC 29717 BDL Stainless 3006 and agreed to add \$190 for coverage in case that was damaged - APV issued for \$2866.19 12/27/2004 - Repair and shipping document 1-13-05</p>			

PS00111

File Number:	20679	Arms Service number:	89195
Last Name:	MANGONE	First Name:	RONALD & SHERRI
Street:	2766 7TH STREET RD	City:	LOWER BURRELL
State:	PA	Zip:	15068
Home Ph:	724-339-4787	Work Ph:	412-916-5745
Product Type:	F	F A T O	
Type Concern:	PD	PI PD P S C	Concern Code:
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UNC UNJ UNC UND J
Settlement Detail:	NEW RIFLE PLUS \$2666.19	Settlement Amount:	\$2666.16
Date Opened Rem:	12/10/2004	Date Opened by P/S:	11/30/2004
Date of Incident:		Date Closed:	12/27/2004
Date to Analysis:		Date from Analysis:	
Caliber:	30/06	Bullet Weight:	
Manufacturer:	REM		
Model:	710	Serial:	71071994
Date Code:		Date Mfgd:	8/6/2002
RAMAC:	710	Litigation:	<input type="checkbox"/>
		PreLitigation:	<input checked="" type="checkbox"/>
		Obsolete:	<input type="checkbox"/>
Custody:		Comments:	Accidental discharge - claims fired on closing - shot and damaged vehicle. Could not duplicate concern. Safety hard to move. Offered to cover repairs and exchange the Model 710 rifle for a Model 700 rifle at n/c. Release sent 12/14/04. Rifle at Bruce Travis' Bench - Ordering Model 700 ADL SYN 3006 - and mounts to install scope. 12/16/2004 we changed order to RAMAC 29717 BDL Stainless 3006 and agreed to add \$100 to cover gun case that was damaged. APV issued for \$2666.19 12/27/2004.
Time of Modification:	10:08:30 AM		
Date of Modification:	11/30/2004		

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Purchase Order No. Fred Supry	Seller's Invoice No. _____	Seller's Invoice Date _____
Name of Person Originating APV Ilion - 3606	Pay To: Ronald and Sherri Mangone	
Location/Extension of Originator 12/27/04	Street and No. 2766 7th Street Road	
Date Prepared	City Lower Burrell State PA Zip Code 15068	

% _____ Days; Net _____ Days or _____	Desired Pay Date _____
---------------------------------------	------------------------

Vendor Code _____
Pmt Method Check

Description	Total	
	Dollars	Cents
To reimburse customer for damages from an accidental discharge of a Model 710 rifle.	2,666	.19
Reference Mangone file in Product Service and R&E #: 89195.		

Distribution

Firearms Pre-lit: 8850050-230145

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: 

Signed: _____

Date: 12/27/2004

Gross	2,666	.19
Discount		
Net	2,666	.19

For Treasury Use Only	
Date Paid	_____
Reference No.	_____
: Acct	_____
USD Amt (If in Foreign Currency)	_____

PS00113

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS THAT we Ronald Mangone and Sherri Mangone ("Claimants"), for and in consideration of the compromise of disputed claims and upon the receipt of a Model 700 30-06 caliber rifle w/scope, plus Twenty-five hundred sixty-six and 19/100's dollars (US\$2566.19), the receipt of which is hereby acknowledged, for myself, my heirs and assigns, and my personal representatives, hereby voluntarily and knowingly RELEASE, ACQUIT AND FOREVER DISCHARGE Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc. (formerly Remington Arms Company, Inc.), their predecessors, successors, heirs and assigns, agents, servants, employees, officers, directors, shareholders and corporate, personal and litigation attorneys (together hereinafter "Releasees") of and from any and all claims, actions or causes of action, demands, damages (both actual and punitive), costs, judgments, debts, expenses, liabilities, attorneys' fees and legal costs, injunctive or declaratory relief, whether known or unknown, whether in law or in equity, whether in tort or contract, of any kind or character, including without limitation claims to recover damages for personal injuries, medical expenses, lost wages, loss of consortium, loss of society, or loss of earning capacity and from whatsoever cause arising or from whatsoever act or omission arising, which I now have, or might otherwise have, against the persons or entities released herein, arising from an incident that occurred on or about November, 2004, which accident I claim resulted in injuries to me, all to the end that all claims or matters that are, or might be, in controversy between me and Releasees are forever put at rest, it being my clear intention to forever discharge and release all my past, present, and future claims against Releasees for all consequences resulting or potentially to result from the aforementioned events.

#100
+ for gun
case
RMM

I further agree that I will not disclose the settlement terms in any manner. This includes verbal, written, and electronic communication. The terms and conditions of this settlement are between the parties involved and are not to be disclosed to any newspaper, magazine, radio or TV reporters, posted to the Internet, or disclosed to any other individual.

I agree that Releasees admit no liability of any sort and nothing in this Release of All Claims should be construed in any way as an admission by Releasees of any responsibility for the accident, or for an alleged defect in said product, or that any such defect exists. I further agree that said consideration and settlement is the compromise of disputed and doubtful claims and is a FULL AND FINAL SETTLEMENT made to terminate further controversy in respect of all claims that I presently assert, or might have asserted, because of the events described herein. I acknowledge and understand that any injuries sustained by me are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite, and I agree that this compromise settlement shall apply to all unknown and unanticipated injuries and damages resulting from said accident, as well as those now disclosed.

I hereby warrant that I am over 18 years of age and that no representations about the nature or the extent of any claims, demands, damages, injuries or rights that I have, or may have, against Releasees have been made by Releasees or their representatives to me or to anyone acting on my behalf to induce me to execute this Release of All Claims, and I rely on no such representations.

I expressly waive, to the maximum extent allowed by law, the provisions of any state law seeking to limit the scope of a release, including but not limited to Section 1542 of the Civil Code of the State of California, or any similar law, which reads as follows:

Remington Arms Company, Inc.
Version: February 20, 2001

PS00114

"A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected settlement with the debtor."

If for any reason any provision or portion of this Release of All Claims shall be found to be void or invalid, then such provision or portion shall be deemed to be severable from the remaining provisions or portions of this Release of All Claims, and it shall not affect the validity of the remaining portions or provisions, which shall be given full effect as if the void or invalid provision or portion had not been included herein.

I, Ronald Mangone and I, Sherri Mangone, have fully read and understood this Release of All Claims before signing my name, and I sign as my own free act. IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand and seal.

CAUTION -- READ BEFORE SIGNING

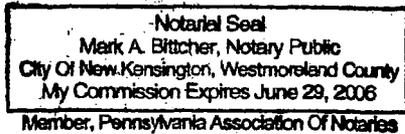
Ronald N Mangone (Sign)
(Ronald Mangone)

Sherri Mangone (Sign)
(Sherri Mangone)
2766 7TH STREET ROAD
Street Address
Lower Burrell, PA 15068
City, State Zip Code

STATE OF PENNSYLVANIA)
)
COUNTY OF WESTMORELAND)

On this 16TH day of DECEMBER, 2004, before me personally appeared RONARD & SHERRI MANGONE to me known to be the person who executed the foregoing Release of All Claims, and acknowledged that he/she executed the same of his/her own free act and deed for the consideration set forth therein.

Mark A Bittcher
Notary Public
My Commission Expires: 6-29-06



Remington Arms Company, Inc.
Version: February 20, 2001

PS00115

Remington.

14 December 2004

Ronald and Sherri Mangone
2766 7th Street Road
Lower Burrell, PA 15068-3609

RE: Model 710 Concern

Dear Ron and Sherri,

We have examined and were unable to reproduce an accidental firing on the rifle that you returned. We intend to do additional testing with the rifle that you returned, in the meantime, we have ordered a replacement Model 700 rifle as we discussed.

I have also enclosed a release that needs to be signed, notarized, and returned to my attention to get you a check cut to cover the repair costs of your vehicle. Once we have the executed release, the paper work will be issued to get the check cut and sent directly to you.

Hopefully, this information will brighten your holidays. We apologize for the inconvenience but hope that our actions will keep you as loyal Remington customers.

Sincerely,



Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

PS00116

Remington Arms Company, Inc. • 14 Hoefler Avenue • Ilion, NY 13357
Phone 315-895-3200 • www.remington.com

Ronald W. Mangone

From: "Ronald W. Mangone" <mangoneent@hotmail.com>
To: <fred.supry@remington.com>
Sent: Wednesday, December 15, 2004 3:57 PM
Subject: Gun Specs.

Hello Fred

The gun we discussed was a 700 Model BDL 30-06 with a stainless steel barrel, and scope. Also my gun case was destroyed in the incident. Repairs for the truck \$2566.19. I will get the release form notarized and sent back to you today.

Thank you

Ronald W. Mangone 412-916-5745 cell

[PS00117]

12/15/2004

File Number:	20679	Arms Service number:	89195
Last Name:	MANGONE	First Name:	RONALD
Street:	2766 7TH STREET RD	City:	LOWER BURRELL
State:	PA	Zip:	15068
Home Ph:	724-339-4787	Work Ph:	412-916-5745
Product Type:	F A T O	Type Concern:	PD PI PD P S C
Concern Code:	1008	Concern:	FIRED ON BOLT CLOSING
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UNC UNJ UNC UND J
Settlement Detail:	RELEASE SENT	Settlement Amount:	\$0.00
Date Opened Rem:	12/10/2004	Date Opened by P/S:	11/30/2004
Caliber:	30/06	Date of Incident:	
Date Closed:		Bullet Weight:	
Date to Analysis:		Date from Analysis:	
Manufacturer:	REM	Model:	710
Serial:	71071994	Date Code:	
Date Mfgd:	8/6/2002	RAMAC:	710
Litigation:	<input type="checkbox"/>	PreLitigation:	<input checked="" type="checkbox"/>
Obsolete:	<input type="checkbox"/>	Custody:	
Comments:	Accidental discharge - claims fired on closing - shot and damaged vehicle. Could not duplicate concern. Safety hard to move. Offered to cover repairs and exchange the Model 710 rifle for a Model 700 rifle at n/c. Release sent 12/14/04. Rifle at Bruce Travis' Bench - Ordering Model 700 ADL SYN 3006 - and mounts to install scope.		
Time of Modification:	10:08:30 AM	Date of Modification:	11/30/2004

PS00118

File Number:	20679	Arms Service number:	89195
Last Name:	MANGONE	First Name:	RONALD
Street:	2766 7TH STREET RD	City:	LOWER BURRELL
State:	PA	Zip:	15068
Home Ph:	724-339-4787	Work Ph:	412-916-5745
Product Type:	F	F A T O	
Type Concern:	PI PD P S C	Concern Code:	1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UNC UNJ UNC UND J
Settlement Detail:	RELEASE SENT	Settlement Amount:	50.00
Date Opened Rem:	12/10/2004	Date Opened by P/S:	11/30/2004
Caliber:	30/06	Bullet Weight:	
Date of Incident:		Date Closed:	
Date to Analysis:		Date from Analysis:	
Manufacturer:	REM	Model:	710
Serial:	71071994	Date Code:	
Date Mfgd:	8/6/2002	RAMAC:	710
Litigation:	<input type="checkbox"/>	PreLitigation:	<input checked="" type="checkbox"/>
Obsolete:	<input type="checkbox"/>	Custody:	
Comments:	Accidental discharge - claims fired on closing - shot and damaged vehicle. Could not duplicate concern. Safety hard to move. Offered to cover repairs and exchange the Model 710 rifle for a Model 700 rifle at n/c. Release sent 12/14/04.		
Time of Modification:	10:08:30 AM	Date of Modification:	11/30/2004

*Model 700
Remac 27478
with scope
mounted.*

9717

Remington.

14 December 2004

Ronald and Sherri Mangone
2766 7th Street Road
Lower Burrell, PA 15068-3609

RE: Model 710 Concern

Dear Ron and Sherri,

We have examined and were unable to reproduce an accidental firing on the rifle that you returned. We intend to do additional testing with the rifle that you returned, in the meantime, we have ordered a replacement Model 700 rifle as we discussed.

I have also enclosed a release that needs to be signed, notarized, and returned to my attention to get you a check cut to cover the repair costs of your vehicle. Once we have the executed release, the paper work will be issued to get the check cut and sent directly to you.

Hopefully, this information will brighten your holidays. We apologize for the inconvenience but hope that our actions will keep you as loyal Remington customers.

Sincerely,



Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

PS00120

Remington Arms Company, Inc. • 14 Hoefler Avenue • Ilion, NY 13357
Phone 315-895-3200 • www.remington.com

RELEASE OF ALL CLAIMS

KNOW ALL PERSONS BY THESE PRESENTS THAT we Ronald Mangone and Sherri Mangone ("Claimants"), for and in consideration of the compromise of disputed claims and upon the receipt of a Model 700 30-06 caliber rifle w/scope, plus Twenty-five hundred sixty-six and 19/100's dollars (US\$2566.19), the receipt of which is hereby acknowledged, for myself, my heirs and assigns, and my personal representatives, hereby voluntarily and knowingly RELEASE, ACQUIT AND FOREVER DISCHARGE Remington Arms Company, Inc., E.I. du Pont de Nemours and Company and Sporting Goods Properties, Inc. (formerly Remington Arms Company, Inc.), their predecessors, successors, heirs and assigns, agents, servants, employees, officers, directors, shareholders and corporate, personal and litigation attorneys (together hereinafter "Releasees") of and from any and all claims, actions or causes of action, demands, damages (both actual and punitive), costs, judgments, debts, expenses, liabilities, attorneys' fees and legal costs, injunctive or declaratory relief, whether known or unknown, whether in law or in equity, whether in tort or contract, of any kind or character, including without limitation claims to recover damages for personal injuries, medical expenses, lost wages, loss of consortium, loss of society, or loss of earning capacity and from whatsoever cause arising or from whatsoever act or omission arising, which I now have, or might otherwise have, against the persons or entities released herein, arising from an incident that occurred on or about November, 2004, which accident I claim resulted in injuries to me, all to the end that all claims or matters that are, or might be, in controversy between me and Releasees are forever put at rest, it being my clear intention to forever discharge and release all my past, present, and future claims against Releasees for all consequences resulting or potentially to result from the aforementioned events.

I further agree that I will not disclose the settlement terms in any manner. This includes verbal, written, and electronic communication. The terms and conditions of this settlement are between the parties involved and are not to be disclosed to any newspaper, magazine, radio or TV reporters, posted to the Internet, or disclosed to any other individual.

I agree that Releasees admit no liability of any sort and nothing in this Release of All Claims should be construed in any way as an admission by Releasees of any responsibility for the accident, or for an alleged defect in said product, or that any such defect exists. I further agree that said consideration and settlement is the compromise of disputed and doubtful claims and is a FULL AND FINAL SETTLEMENT made to terminate further controversy in respect of all claims that I presently assert, or might have asserted, because of the events described herein. I acknowledge and understand that any injuries sustained by me are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite, and I agree that this compromise settlement shall apply to all unknown and unanticipated injuries and damages resulting from said accident, as well as those now disclosed.

I hereby warrant that I am over 18 years of age and that no representations about the nature or the extent of any claims, demands, damages, injuries or rights that I have, or may have, against Releasees have been made by Releasees or their representatives to me or to anyone acting on my behalf to induce me to execute this Release of All Claims, and I rely on no such representations.

I expressly waive, to the maximum extent allowed by law, the provisions of any state law seeking to limit the scope of a release, including but not limited to Section 1542 of the Civil Code of the State of California, or any similar law, which reads as follows:

Remington Arms Company, Inc.
Version: February 20, 2001

{ PS00121 }

Ronald W. Mangone
2766 7th Street Road
Lower Burrell, Pa 15068-3609
Cell 412-916-5745
Home 724-339-4787

4#
8/02

Exchange for RAMAC
27478 - FIT new gun with
scope from 710 -
FLS 12/14/2004
w/c charge 230145 FLS

Held rifle
until notified
to scrap.

Dec. 2, 2004

Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Dear Mr. Supry:

On the first day of hunting in Pa, November 29, 2004, I was invited to my friend's farm to go hunting. When I loaded my rifle, model 710, serial number 71071994, I loaded the clip with four Remington 180 grain 30-6 shells. When I put the bolt forward and locked it down into place, it immediately discharged. I was standing on the driver side of my truck with the rear door opened. The bullet went through my gun case -- the seat of my truck - through the right hand side passenger door- then into the hillside. The truck door window shattered because of the impact to the door.

My friend Fred Miller was there and witnessed what happened. A few other hunters where at their trucks and it rattled everyone involved there. My rifle was recalled when I first purchased it from "Dicks" and return to me after app. two months before the 2002 hunting season .

You already have the estimate for fixing my 2004 Toyota Tundra Quad Cab from Ross Auto Body , New Kensington , Pa 15068 . We will also need to rent a car during the repairs because both my wife and I work.

I am returning the rifle to you with shipping label you sent me.

We also discussed that I could purchase a Model 700 rifle with scope and gun case to be able to hunt for the remainder of the hunting season, which was agreed upon that Remington would reimburse me par our phone conversations November 30 and Dec 2 , 2004

I really appreciate that you have helped me with this incident.

Sincerely

Ronald W Mangone
Ronald W. Mangone

PS00123

Serial Number: 71071994

Model: 710



RE00089195

4#
8/02

Ronald W. Mangone
2766 7th Street Road
Lower Burrell, Pa 15068-3609
Cell 412-916-5745
Home 724-339-4787

Dec. 2, 2004

Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Dear Mr. Supry:

On the first day of hunting in Pa, November 29, 2004, I was invited to my friend's farm to go hunting. When I loaded my rifle, model 710, serial number 71071994, I loaded the clip with four Remington 180 grain 30-6 shells. When I put the bolt forward and locked it down into place, it immediately discharged. I was standing on the driver side of my truck with the rear door opened. The bullet went through my gun case -- the seat of my truck - through the right hand side passenger door- then into the hillside. The truck door window shattered because of the impact to the door.

My friend Fred Miller was there and witnessed what happened. A few other hunters where at their trucks and it rattled everyone involved there. My rifle was recalled when I first purchased it from "Dicks" and return to me after app. two months before the 2002 hunting season .

You already have the estimate for fixing my 2004 Toyota Tundra Quad Cab from Ross Auto Body , New Kensington , Pa 15068 . We will also need to rent a car during the repairs because both my wife and I work.

I am returning the rifle to you with shipping label you sent me.

We also discussed that I could purchase a Model 700 rifle with scope and gun case to be able to hunt for the remainder of the hunting season, which was agreed upon that Remington would reimburse me par our phone conversations November 30 and Dec 2 , 2004

I really appreciate that you have helped me with this incident.

Sincerely

Ronald W. Mangone
Ronald W. Mangone

PS00124

Serial Number: **71071994**

Model: **710**



RE00089195

Date: 12/10/04

By: Bruce Thomas Sr.

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Ronald W. Mangone

R.E. Number: 89195

Reason for inspection: FBI - Damaged Truck

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 71071994 Date of Manufacture: 8/02

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

PS00125

Ron Mangone file

12/6/2004

Sherri,

Thank you for your call addressing the concerns you have with shipping Ron's rifle back to us. I assure you that if the rifle gets lost in shipment or by us once we receive it that Remington will pay the estimate on the truck damage, the cost of the rifle, scope, and damaged gun case.

Once we receive the rifle, we will order the replacement rifle that Ron wants, and we will either install a scope or add money to the settlement to cover the scope, mounts, and gun case. We will contact you with the results of our examination. I know that you are both anxious to get the truck repaired and the rifle replaced, so I promise you that I will expedite the process on my end.

Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

PS00127

Supry, Fred L.

From: Ronald W. Mangone [mangoneent@hotmail.com]
Sent: Thursday, December 02, 2004 6:54 PM
To: Supry, Fred L.
Subject: Model 710 accidental discharge

Ronald W. Mangone
2766 7th Street Road
Lower Burrell, Pa 15068-3609
Cell 412-916-5745
Home 724-339-4787

Dec. 2, 2004

Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Dear Mr. Supry:

On the first day of hunting in Pa, November 29, 2004, I was invited to my friend's farm to go hunting. When I loaded my rifle, model 710, serial number 71071994, I loaded the clip with four Remington 180 grain 30-6 shells. When I put the bolt forward and locked it down into place, it immediately discharged. I was standing on the driver side of my truck with the rear door opened. The bullet went through my gun case -- the seat of my truck - through the right hand side passenger door- then into the hillside. The truck door window shattered because of the impact to the door.

My friend Fred Miller was there and witnessed what happened. A few other hunters where at their trucks and it rattled everyone involved there. My rifle was recalled when I first purchased it from "Dicks" and return to me after app. two months before the 2002 hunting season .

You already have the estimate for fixing my 2004 Toyota Tundra Quad Cab from Ross Auto Body , New Kensington , Pa 15068 . We will also need to rent a car during the repairs because both my wife and I work.

I am returning the rifle to you with shipping label you sent me.

We also discussed that I could purchase a Model 700 rifle with scope and gun case to be able to hunt for the remainder of the hunting season, which was agreed upon that Remington would reimburse me par our phone conversations November 30 and Dec 2 , 2004

I really appreciate that you have helped me with this incident.

Sincerely

Ronald W. Mangone

PS00128

12/3/2004

12/3/2004

PS00129

File Number:	20679	Arms Service number:	
Last Name:	MANGONE	First Name:	RONARD
Street:	2766 7TH STREET RD	City:	LOWER BURRELL
State:	PA	Zip:	15068
Work Ph:		Home Ph:	
Type Concern:	PD	Product Type:	F A T O
Concern:	FIRE ON BOLT CLOSING	Concern Code:	1008
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UNC
Settlement Detail:	ARSLABEL VALUED 11/30/04	UNJ UNC UND J	
Date Opened Rem:		Date Closed:	11/30/2004
Date of Incident:		Date Opened by P/S:	11/30/2004
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	Z4071992
RAMAC:	710	Litigation:	<input type="checkbox"/>
Custody:		Prelitigation:	<input type="checkbox"/>
Time of Modification:	10:08:30 AM	Comments:	
Date of Modification:	11/30/2004	Obsolete:	<input type="checkbox"/>
Date Opened Rem:		Settlement Amount:	\$0.00
Date of Incident:		Bullet Weight:	
Date to Analysis:		Caliber:	30/06
Model:	710	Manufacturer:	REM
RAMAC:	710	Date Mfgd:	
Custody:			
Time of Modification:	10:08:30 AM		
Date of Modification:	11/30/2004		

PS00130



30 November 2004

Ronald Mangone
2766 7th Street Road
Lower Burrell, PA 15068-3609

RE: Model 710 Concern

Dear Ronald,

We were sorry to learn of the unfortunate incident that you experienced while getting ready to go hunting. While the property damage is regrettable we are glad that no one was injured.

As we discussed, I have enclosed an ARS label for you to return the rifle to my attention. We will also need estimates on the repairs to your truck. Please include a note inside the shipping box with your name, address, telephone number, and a brief description of the incident. The inside note is important as sometimes the outside label gets damaged and we want to be sure that the rifle is logged in correctly. Also, mention that we agreed to exchange the rifle for a Model 700 rifle.

We apologize for the inconvenience.

Sincerely,

Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

710
Serial #
71071994
3006
Shot truck -
Fired on Belt Closing
Mangone ent @ Hotel room
ARS sent 11/30/04

Cell #: 412-916-5745
Home #: 724-339-4787

1008
HOLD

UPS DRIVER INSTRUCTIONS- YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: Ronald Mangone

Company: _____

Street: _____

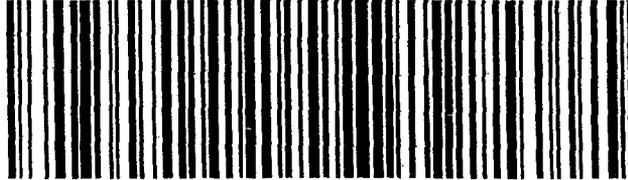
City: _____ State: _____ ZIP Code _____

REF# _____

A.R.S. ^F
_{PD}
TO: FRED SUPRY
REMINGTON ARMS
14 HOEFLER AVE
ILION NY 13357

 **UPS 3 Day SelectSM** **3**

TRACKING NUMBER



1Z E13 390 57 5000 1474

UPS Authorized Return ServiceSM
01118613 1/95 W

 3 DAY SELECT AUTHORIZED RETURN SERVICE RECEIPT REF #/DATE
1Z E13 390 57 5000 1474

PS00133

12/01/2004 at 02:38 PM
29196

Job Number:

ROSS AUTO BODY
Federal ID #:251579042
498 INDUSTRIAL BLVD
NEW KENSINGTON, PA 15068
(724)339-2001 Fax: (724)339-4423

*Fred Supry
Remington
1-315-895-3606*

PRELIMINARY ESTIMATE

Written By: FRANK R ROSS #137099
Adjuster:

Insured: RONALD W MANGONE
Owner: RONALD W MANGONE
Address: 2766 7TH STREET ROAD
LOWER BURRELL, PA 15068
Day: (724)339-4787

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 16. Non-Collision

Inspect
Location:

Insurance
Company:

Days to Repair

2004 TOYO TUNDRA 4X4 DOUBLECAB SR5 8-4.7L-FI 4D P/U BLACK Int:

VIN: 5TBDT44154S449754 **Lic:** YBK-0997 **PA Prod Date:** **Odometer:**

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Body Side Moldings
Dual Mirrors	Roof Console	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	AM Radio	FM Radio
Stereo	Search/Seek	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	4 Wheel Disc Brakes
Cloth Seats	Captain Chairs (2)	Rear Step Bumper
Automatic Transmission	Styled Steel Wheels	

NO.	CP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR DOOR					
2	Repl RT	Door shell	1		647.51	3.2	3.3
3		Add for Clear Coat					1.3
4	Repl RT	Body side mldg SR5 black	1		157.36	0.3	0.4
5	Repl RT	Weatherstrip	1		18.36	0.2	
6	Repl RT	Nameplate "SR5"	1		19.41	0.2	
7*	Repl RT	Door glass NAGS	1		<u>376.24</u>	Incl.	
8		SEATS & TRACKS					
9	Repl RT	Cushion assy SR5 charcoal	1		448.67	0.4	
10	Repl RT	Outer cover charcoal	1		34.87		

12/01/2004 at 02:38 PM
29196

Job Number:

PRELIMINARY ESTIMATE

2004 TOYO TUNDRA 4X4 DOUBLECAB SR5 8-4.7L-FI 4D P/U BLACK Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
11		FRONT DOOR				
12	Blnd RT	Outer panel				1.2
13	Repl RT	Nameplate "TOYOTA TUNDRA"	1	30.21	0.2	
14	R&I RT	Belt w'strip			0.3	
15	R&I RT	Mirror SR5 w/o heat			0.3	
16	R&I RT	Handle, outside black			0.4	
17	R&I RT	R&I trim panel			0.4	
18		CAB				
19	Blnd RT	Side panel				0.8
20#		COVER CAR	1	5.00 T	0.2	
21#		CORROSION PROTECTION	1	5.00	0.1	
22#		HAZARDOUS WASTE REMOVAL	1	3.50 X		
Subtotals ==>				1746.13	6.2	7.0

Parts		1737.63
Body Labor	6.2 hrs @ \$ 40.00/hr	248.00
Paint Labor	7.0 hrs @ \$ 40.00/hr	280.00
Paint Supplies	7.0 hrs @ \$ 21.00/hr	147.00
Sublet/Misc.		8.50

SUBTOTAL		\$ 2421.13
Sales Tax	\$ 2417.63 @ 6.0000%	145.06
GRAND TOTAL		\$ 2566.19

ADJUSTMENTS:		
Deductible		0.00
CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 2566.19

SOMETIMES AFTER WORK HAS BEEN STARTED ADDITIONALLY DAMAGED OR WORN PARTS ARE DISCOVERED WHICH WERE NOT EVIDENT ON FIRST INSPECTIONS. THIS DAMAGE REPORT DOES NOT COVER OR INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED. ALL PARTS ARE SUBJECT TO INVOICE.

WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLES.

12/01/2004 at 02:38 PM
29196

Job Number:

PRELIMINARY ESTIMATE

2004 TOYO TUNDRA 4X4 DOBLECAB SR5 B-4.7L-FI 4D P/U BLACK Int:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE OR DEFRAUD ANY INSURER FILES AN APPLICATION OR CLAIM CONTAINING ANY FALSE, INCOMPLETE OR MISLEADING INFORMATION SHALL, UPON CONVICTION, BE SUBJECT TO IMPRISONMENT FOR UP TO SEVEN YEARS AND PAYMENT OF A FINE OF UP TO \$15,000.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ #=MANUAL LINE ENTRY *=OTHER (IE..MOTORS DATABASE INFORMATION WAS CHANGED). **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. MQVP=MANUFACTURER'S QUALITY AND VALIDATION PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

12/01/2004 at 02:38 PM
29196

Job Number:

PRELIMINARY ESTIMATE

2004 TOYO TUNDRA 4X4 DOUBLECAB SR5 8-4.7L-FI 4D P/U BLACK Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARM8191 Database Date 10/2004, CCC Data Date 10/2004, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as Recon. may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.

Remington.

30 November 2004

Ronald Mangone
2766 7th Street Road
Lower Burrell, PA 15068-3609

RE: Model 710 Concern

Dear Ronald,

We were sorry to learn of the unfortunate incident that you experienced while getting ready to go hunting. While the property damage is regrettable we are glad that no one was injured.

As we discussed, I have enclosed an ARS label for you to return the rifle to my attention. We will also need estimates on the repairs to your truck. Please include a note inside the shipping box with your name, address, telephone number, and a brief description of the incident. The inside note is important as sometimes the outside label gets damaged and we want to be sure that the rifle is logged in correctly. Also, mention that we agreed to exchange the rifle for a Model 700 rifle.

We apologize for the inconvenience.

Sincerely,



Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

Remington Arms Company, Inc. • 14 Hoefler Avenue • Ilion, NY 13357
Phone 315-895-3200 • www.remington.com

PS00138

BARBER - Kinzer PPS GAL RE0005862

FedEx Express **US Airbill**

FedEx Tracking Number

8464 5932 3977

1 From *Please print and pre-sort.*
 Date 12/14/2004 Sender's FedEx Account Number 0135-0009-6

Sender's Name FEED SUPPLY Phone (315) 895-3200

Company REMINGTON ARMS CO INC

Address 14 HOEFLER AVE

City ILION State NY ZIP 13357-1888

2 Your Internal Billing Reference 8820501-192010
First 24 characters will appear on invoice.

3 To Recipient's Name Ron or Sherri Mangone Phone 724 339-4787

Company _____

Recipient's Address 2677 7th STREET ROAD

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Address _____

To request a package be held at a specific FedEx location, print FedEx address here.

City Lower Burrell State PA ZIP 15068-3609

Try online shipping at fedex.com

By using this Airbill you agree to the service conditions on the back of this Airbill and in our current Service Guide, including terms that limit our liability.

Questions? Visit our Web site at fedex.com
 or call 1.800.GoFedEx 1.800.463.3339.

0274784763



4a Express Package Service *Packages up to 150 lbs. To most locations*

FedEx Priority Overnight *Next business morning**

FedEx Standard Overnight *Next business afternoon**

FedEx First Overnight *Earliest next business morning delivery to select locations**

FedEx 2Day *Second business day**

FedEx Express Saver *Third business day**

FedEx Envelope rate not available. Minimum charge: One-pound rate

4b Express Freight Service *Packages over 150 lbs. To most locations*

FedEx 1Day Freight* *Next business day***

FedEx 2Day Freight *Second business day***

FedEx 3Day Freight *Third business day***

* Call for Confirmation. ** Declared value limit \$500

5 Packaging ** Declared value limit \$500*

FedEx Envelope* FedEx Pak* FedEx Box FedEx Tube Other

* Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak

6 Special Handling *Include FedEx address in Section 3.*

SATURDAY Delivery Available ONLY for FedEx Priority Overnight, FedEx 2Day, FedEx 1Day Freight, and FedEx 2Day Freight to select ZIP codes

HOLD Weekday at FedEx Location NOT Available for FedEx First Overnight

HOLD Saturday at FedEx Location Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations

Does this shipment contain dangerous goods? *One box must be checked.*

No Yes *As per attached Shipper's Declaration* Yes *Shipper's Declaration not required* Dry Ice *Dry Ice, 9, UN 1845* x _____ kg

Dangerous goods (including Dry Ice) cannot be shipped in FedEx packaging.

Cargo Aircraft Only

7 Payment Bill to: *Enter FedEx Acct. No. or Credit Card No. below.*

Sender Acct. No. in Section 1 will be billed. Recipient Third Party Credit Card Cash/Check

FedEx Acct. No. 1714-9644-6 Exp. Date _____

Total Packages	Total Weight	Total Declared Value*
<u>1</u>	<u>1/2</u>	\$ <u>—</u> .00

*Our liability is limited to \$100 unless you declare a higher value. See back for details. FedEx Use Only

8 Sign to Authorize Delivery Without a Signature

Ron Mangone

By signing you authorize us to deliver this shipment without obtaining a signature and agree to indemnify and hold us harmless from any resulting claims.

466

SRS Rev. Date 11/03 Part #15279 ©1994-2003 FedEx PRINTED IN U.S.A.

PS00139

PULL AND RETAIN THIS COPY BEFORE AFFIXING TO THE PACKAGE.

BARBER - Kinzer PPS GAL RE0005862

Smith, Karl

88373

M/710

2004

PS00140

File Number:	209811	Arms Service number:	88373
Last Name:	SMITH	First Name:	KARE
Street:	500 COUNTY RD 1025	City:	ADUVASSE
State:	MO	Zip:	65231
Home Ph.:		Product Type:	F A T O
Work Ph.:		Concern Code:	1007
Type Concern:	SI	Pl PD P S	
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPPR	Classification:	UNC
Settlement Detail:	REPLAGE TRIGGEFRASSEM AT N/C		
Date Opened Rem:	11/24/2004	Date Opened by P/S:	11/24/2004
Date of Incident:		Date Closed:	11/30/2004
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71131202
RAMAC:	710	Litigation:	<input type="checkbox"/>
Custody:		Prelitigation:	<input type="checkbox"/>
Time of Modification:	10:14:38 AM	Settlement Amount:	\$65.00
Date of Modification:	11/30/2004	Caliber:	
		Bullet Weight:	
		Manufacturer:	REM
		Date Mfgd:	8/3/2004
		Obsolete:	<input type="checkbox"/>

Could not duplicate the reported concern.

Number: / 1131202

Model: 710

8/11/03



RE00088373



I bought this rifle about 1 1/2 years ago brand new. My wife was deer hunting with it when she said it fired when she took it off of safe. She is pretty sure her finger was not on the trigger (almost positive). I didn't see what happened but I would like you to check it out just make me feel better. Feel free to call her (Teresa) at 573-386-2216 - or if no one answers call 573-310-5434.

Thanks.

Karl Smith
300 County Road 1045
Auxvasse, MO 65231

Check over completely
could not duplicate concern
Repair as needed
under warranty
FLS 11/24/04

DELIVERING THE DIFFERENCE.

800-526-9328

www.motionindustries.com

003W10321 75M0804

PS00142

Date: 11/24/2004

By: FRED SUPREY

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Karl Smith

R.E. Number: 88373

Reason for inspection: FSR

FIREARM

Manufacturer: Rem Model: 710

Serial Number: 71131202 Date of Manufacture: 8/11/03

Overall external condition: good

Barrel condition: good

Receiver condition: good

Stock condition: good

Bolt/firing pin condition: good

Trigger assembly condition:

Engagement: OK

Adjustments/alterations: -

Other: -

Headspace: -

Function evaluation:

Feeding: _____

Extraction/ejection: _____

Trigger pull: 4.0 lbs

Manual safety: OK

Test firing results (if applicable): _____

DISPOSITION

Check over repair as needed no charge
under warranty

ADDITIONAL COMMENTS

Could not duplicate concern.

55 Academy Sports + Outdoors 2005
110
91799

PS00145



TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00091799	Description/Serial Number 71183004	Repairman - Dave Dunkel Date Received: 1/28/2005
Account # - R-	Model 710 Center Fire Caliber: 7 MM MAG	Estimate Date - Current Date - 2/4/2005
Customer 55 ACEDEMY SPORTS AND OUTDOORS 50 WESTSIDE N SHOPPING MALL GRETNA. LA 70053 US Phone (H) (504)-363-8283 Phone (W)	<i>Wayne Vinet</i>	Return To 55 ACEDEMY SPORTS AND OUTDOOR 50 WESTSIDE N SHOPPING MALL GRETNA. LA 70053 US Fax Email

Reported		Problems Found	
M125	STOCK CRACKED	M123	FORWARD TO PRODUCT SERVICE F
M992	FIRE WHEN FELL ON		

Material #	MaterialDesc	Repair			Warranty (Y/N)
		Quantity Needed	Quantity From Inv	Quantity From Kit	
Part					
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	1	0	Y
F305455	710 STOCK ASSEMBLY COMP SYN	1	1	0	Y
Part Total:		2	2	0	
Service					
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000119	GR-TEST	1	1	0	Y
Service Total:		1	1	0	

ProblemNotes	Stock, Rec Insert, Trig Guard & Trig broken-Trig has broken internal parts and Trig will not return-Repair as needed at N/C as Gesure of Goodwill per F. Supry-Send to Gallery on Tag for Test-Test w/ Slave Mag-Passed Test Note: Return Scope to Customer				
Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00146

File Number:	20970	Arms Service number:	91799
Last Name:	55 ACADEMY SPORTS & OUTDOOR	First Name:	WAYNE VINEL
Street:	50 WESTSIDE SHOPPING MALL	City:	GREINA
State:	VA	Zip:	70063
Work Ph:		Home Ph:	
Type Concern:	PD	Product Type:	F A T O
Concern:	OTHER UNSPECIFIED OR UNDETERMINED		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	NEW RAMMAG 27412 N/C	UNJ UNC UND J	
Date Opened Rem:	7/31/2005	Date Closed:	7/31/2005
Date of Incident:		Date Opened by P/S:	7/31/2005
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	74183904
RAMAG:	710	Date Code:	WY
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	11:42:00 AM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	2/1/2005	Obsolete:	<input type="checkbox"/>
<p>Stock broke in two at grip area trigger guard and trigger broken - as the result of a fall Exchange rifle for new RAMMAG 27412 N/C as gesture of goodwill</p>			
Settlement Amount:	\$220.00	Manufacturer:	REM
Caliber:	7MM MAG	Date Mfgd:	8/30/2004
Bullet Weight:			

Product Service Database

Arms Service #: 91799

Last Name: 55 Academy Sports & Outdoors First Name: Wayne Vincent

Street: _____
City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____
Product Type: F A T O

Type of Concern: PI PD P S C Concern: Rifle Broken in half
Concern Code: 1040 Cause: Fell on rifle
Cause Code: 41040 Cause: Fell on rifle

Assigned To: Supry
Classification: UND

Settlement Detail: NEW RAMAC 27412 n/c
Settlement Amount: \$220

Date Opened Rem.: 1/31/05 Date Opened PS: 1/31/05

Caliber: 7mmMag

Date of Incident: _____ Date Closed: 1/31/05

Bullet Weight: _____
Date to Analysis: _____
Date from Analysis: _____
Manufacturer: REM
Model: 710
Serial: 71183004
Date Code: WY
Date Mfgd: 8/30/2004
RAMAC: _____
Litigation: _____ Prelitigation: _____ Obsolete: _____
Custody: _____
Comments: _____

Stock broke in two at grip area,
Trigger guard and trigger broken - AS the
result of a fall. Exchange rifle for new
RAMAC 27412 mc as gesture of goodwill.

PS00148

Academy[®]

SPORTS+OUTDOORS

ACADEMY @ Westbank 504-363-8283

12/07/04 14:31

111266 SALE 5008 0055 221

REMINGTON 710 7MM / 9758632		
1 @ 1 for	319.93 MDS	319.93
REMINGTON 710 7MM / 9758632		
1 @ 1 for	319.93 MDS	319.93-V
*REMINGTON 710 7MM / 9758632		
1 @ 1 for	319.92 MDS	319.92 0
SADDLEMATE RIFLE S / 9406158		
1 @ 1 for	16.99 MDS	16.99
SADDLEMATE RIFLE S / 9406158		
1 @ 1 for	16.99 MDS	16.99-V
SADDLEMATE RIFLE S / 9406158		
1 @ 1 for	0.01 MDS	.01 0
7MM REM MAG/150GR / 7895675		
1 @ 1 for	17.83 MDS	17.83
7MM REM MAG/150GR / 7895675		
1 @ 1 for	17.83 MDS	17.83
SUBTOTAL		355.59
8.75% SALES TAX		31.11
TOTAL		386.70
SUBTOTAL		355.59
8.75% SALES TAX		31.11
TOTAL		386.70
Cash		400.00
CHANGE		13.30

35412

The Right Stuff The Right Price

APPLY NOW FOR AN ACADEMY CREDIT CARD!

12/07/04 14:32

STOCK, INC. INSERT, TRIG. GUARD + TRIG. IS BROKEN.
 TRIG. HAS BROKEN INTERNAL PARTS, TRIG. WON'T RETURN.
~~Repair is needed~~ AT H/C GOOD with gesture
 repair is needed #230145

PS00149

TAYLOR - SEIDENBACH, INC.

SHEET METAL
DOUBLE WALL PIPE



GRILLES & REGISTERS
TOOLS, RIVETS & SCREWS

PVC

METAL BUILDING INSULATION
FIBERGLASS & RUBATEX

FILTERS

My name is Wayne Vint.
I was climbing out
of my tree stand and
slipped and fell
backwards to the ground.
I fell on the gun
it broke in half &
discharged.

Sincerely,
Wayne Vint

Serial Number: 71183004

Model: 710



Call 486

RE00091799

PS00150

Date: 1/31/05

By: Bruce Travis Sr.

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Wayne Vincent

R.E. Number: 91799

Reason for inspection: Fell on it, broke in half + discharged

FIREARM

Manufacturer: Rem Model: 710

Serial Number: 71183004 Date of Manufacture: 8/04

Overall external condition: —

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: BROKEN

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: DAMAGED

Adjustments/alterations: —

Other: Tilting Broken, no return

Headspace: —

Function evaluation:

PS00151

Feeding: mag. miss

Extraction/ejection: —

Trigger pull: —

Manual safety: —

Test firing results (if applicable): —

DISPOSITION

STOCK, REC. INSERT, TRIG. GUARD & TRIG. BREAKER, TRIG. ASSM.
HAS INTERNAL DAMAGE, TRIG WON'T RETURN. REPAIR NEEDED

ADDITIONAL COMMENTS

AT N/C good-will gesture.

#250145

BOYETTE, TATE
710

2005

PS00153



TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00091962	Description/Serial Number 71191722 REPLACEMENT G6461442	Repairman - Dale Lewis
Account # - R-	Model 710 Center Fire with 22 inch barrel Caliber: 270 W/SCOPE	Date Received - 1/27/2005
Customer TATE BOYET E 302 SOUTH 18TH STREET PALATKA, FL 32177 US		Estimate Date - Current Date - 2/8/2005
Phone (H) (386)-326-1664 Phone (W)		Return To TATE BOYET E / LIZ PACETTI 118 NORTH 19TH STREET PALATKA, FL 32177 US
		Fax Email

Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F
M993	ATTN FRED SUPRY		

Material #	Material Desc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Part					
F202012	LEUPOLD MATTE BLACK 2 PIECE BASE	1	1	0	Y
F202013	LEUPOLD MATTE BLACK MED. 1" RING	1	1	0	Y
Part Total:		<u>2</u>	<u>2</u>	<u>0</u>	
Service					
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	Y
4000254	GR-FIREARM REPLACEMENT	1	1	0	Y
Service Total:		<u>1</u>	<u>1</u>	<u>0</u>	

ProblemNotes exchange rifle for a M/700 SPS 270cal Ramac #27361...mount scope from 710 on new rifle per product service.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00154

Supry, Fred L.

From: Cotter, Ann U.
Sent: Monday, February 28, 2005 9:39 AM
To: King, Janice
Cc: Supry, Fred L.
Subject: check #1800189509

Janice,

Has the following check been returned to corporate?

Check: #0001800189509
Date: 2/1/05
Amount: \$896.84
Vendor Code: 103422 (Ilion One time vendor code)
Recipient : Tate Boyett

Thanks,

Ann

NEW Address:

161 Pine Crest Circle
San Mateo FL 32187

{ PS00155 }

Check Edit - Goto Extras Environment System Help SAP

Display Check Information

Check recipient
 Check issuer
 Accompanying docs
 Payment document

Company code:
 Payment document no.:

Bank details

House bank:
 Bank key:

Account ID:
 Bank account number:

Bank name:

Check information

Check number:
 Currency:

Payment date:
 Amount paid:

Check encashment:
 Cash discount amount:

Extract creation:
 15:09:58

Check recipient

Name:

City:

Payer's country:

Regional code:

Prints the window's content
PRO (2) (0) 0 P01AF06 OVR

PS00157

Address and Bank Data

Bank data

Vendor: 183422 Milan DTK GL 4100065

Company code: RAV Remington Arms Co, Inc

Name (Business partner data): *Milkin, D*

Title: Language key: EN

Name: MILAN DOYET

Street: 302 S 18TH STREET

P.O. Box: P.O. box P Code: Postal code: 32127

City: PALATKA Region: FL

Country: US Bank key: Bank country: Control key: Instruction key: DME indicator: Tax category: Tax number cat: Natural person: Equalization: Tax on sales: Rep name:

Bank account: Reference: Tax code 1: Tax code 2: Tax code 3: Tax code 4: Type of bus: Type of ind:

Prints the windows content

PRD (2) (040) P0: AP05 OVR

PS00158

Document Edit Goto E-Trace Environment System Help SAP

Display Document: Line Item 001

More data

Vendor: 103422 Jilon GTA CLE arc: 000005

Company code: RAG Huber Ave

Retention Arms Co, Inc Jilon Doc no: 9900001366

Line Item: 001 (Invoice)

Amount: 896.84 USD

Tax code: 5

Additional details:

Disc area: 11 100 part BA

Disc base: 896.84 USD

Pay terms: 000 Days/percent: 0-0-000, 1-0-000, 1-0

Due date: 01/28/2005 Fixed: 0

Print block:

Print method: 6

Clearing: 02/01/2005 2000003210

Assignment: 20050201

Text: REIMB CUSTOMER FOR 7.0 DAMAGE R&E 01962 Long text

Prints the window's content PRD (2) (040) P01AP054 OVR

PS00159

Supry, Fred L.

From: Supry, Fred L.
Sent: Tuesday, February 15, 2005 4:03 PM
To: 'Boyettcindy@aol.com'
Subject: RE: this is Tate Boyett

2/15/05

The check should be there pretty soon, I issued the paperwork on 1/28/2005. I'm glad that you are pleased with the new rifle.

Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

From: Boyettcindy@aol.com [mailto:Boyettcindy@aol.com]
Sent: Monday, February 14, 2005 9:59 PM
To: Supry, Fred L.
Subject: Re: this is Tate Boyett

I got the gun today, still waiting on check. The gun will do just fine. Thank you for all your help, if you have any hats and shirts just laying around, I would be happy to wear for your advertising!!!!!! You have made a customer for life....thanks, Tate Boyett

This Email has been scanned for Viruses and Spam by an E500 McAfee Engine

PS00160

2/15/2005

2/14/2005

Tate,

The new rifle has already been shipped. If you are truly dissatisfied with the rifle, ship it back to my attention with a note stating that you should have received a "DM" rifle.

Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
Fax: 315-895-3661
e-mail: fred.supry@remington.com

From: Boyettcindy@aol.com [mailto:Boyettcindy@aol.com]
Sent: Saturday, February 12, 2005 9:30 PM
To: Supry, Fred L.
Subject: this is Tate Boyett

I looked up the Model 700 SPS on the internet and saw that it does not have a magazine. This was the main reason I bought the Model 710 because of the detachable magazine. Please send me the 700 BDL or the 700 SPS DM. Thank you, Tate Boyett

This Email has been scanned for Viruses and Spam by an E500 McAfee Engine

PS00161

File Number:	20917	Arms Service number:	91962				
Last Name:	BOYETTE	First Name:	TATE				
Street:	302 SOUTH 18TH STREET		City:	PALATKA			
State:	FL	Zip:	32177	Home Ph:	386-326-1664		
Work Ph:		Product Type:	F	F A T O			
Type Concern:	PD	PI PD P S C	Concern Code:	1008			
Concern:	FIRED ON BOLT CLOSING						
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED				
Assigned To:	SUPRY	Classification:	UND	UNJ UNC UND J			
Settlement Detail:	NEW RIFLE + \$896.84		Settlement Amount:	\$1,096.84			
Date Opened Rem:	1/27/2005	Date Opened by P/S:	1/20/2005	Caliber:	270		
Date of Incident:		Date Closed:	1/28/2005	Bullet Weight:			
Date to Analysis:		Date from Analysis:		Manufacturer:			
Model:	710	Serial:	71191722	Date Code:		Date Mfgd:	10/22/2004
RAMAC:	710	Litigation:	<input type="checkbox"/>	PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>
Custody:		Comments:	Had gun jam - took it inside the truck to work on - when the bolt moved the rifle fired through the floorboard of the truck. Sent letter and ARS label to get rifle. APV issued for \$896.84 1/28/05 and new RAMAC 27361 ordered.				
Time of Modification:	10:49:25 AM						
Date of Modification:	1/20/2005						

Remington.

28 January 2005

Tate Boyett
302 South 18th Street
Palatka, FL 32177

RE: Model 710 Concern

Dear Tate,

We have issued the paperwork needed to get a check for \$896.84 issued to you. It will be your responsibility to get payment to your friend for the damages to his truck. We have also ordered you a Model 700 SPS 270 caliber in exchange for the Model 710 rifle that you returned. You should receive the check in the next couple weeks. The rifle will be sent as soon as we get one from the warehouse.

One lesson to take away from this incident is to never have a loaded firearm in a vehicle or house. Anytime that you need to clear one make sure the muzzle is pointed in a safe direction and extra care must be taken if the firearm is jammed or has malfunctioned in any way.

Incidents like the one you experienced are very rare, so we hope that the rest of your shooting sports experiences are good ones.

Sincerely,



Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

Remington Arms Company, Inc. • 14 Hoefler Avenue • Ilion, NY 13357
Phone 315-895-3200 • www.remington.com

PS00163

is too hard to pull back with the bolt is.

I have enclosed the estimate my friend
got to have his truck fixed.

As far as rifles, I will be happy with
whatever you decide, maybe a model 700 270 BDL
or maybe a pump 270 either one will be
fine.

Thank you

Pat Boyle

Pat Boyle
302 S. 18th St.
Palatka, FL 32177
386-326-1664

Serial
Number:

71191722

Model: 710



RE00091962

Exchange rifle for model 700 SPS 270 cal,
RAMAC 27361 - Mount scope from 710
on new rifle - Scrap m/710.

FCS 1/28/2005

PS00165

10/04

4th

1-24-05

Dear Mr. Supry

Here is the rifle. What happened was I shot a deer, jacked another shell in & pulled the safety. Apparently it was stuck & when I got in the truck I saw it & tried to put it on safety. I could not move it so I decided to eject the shell, as soon as I grabbed the bolt the gun went off. The trigger was stuck all the way back.

I just had my wife try to put the gun on safety & she could not do it, with the bolt in. After removing the bolt she could easily. It must be hanging somewhere with the bolt, it is too hard to pull back with the bolt in.

I have enclosed the estimate my friend got to have his truck fixed.

As far as rifles, I will be happy with whatever you decide, maybe a model 700 or 710 BDL or maybe a pump 270 either one will be fine.

Thank you

Tate Bayett

Tate Bayett
302 S. 18th St.
Palatka, FL 32177
386-326-1664

Serial Number:

71191722

Model: 710

PS00166



RE00091962

Date: 1/24/05 10:21 AM
 Estimate ID: 18251
 Estimate Version: 0
 Preliminary
 Profile ID: CUSTOMIZED

this estimate may be more after the carpet and seats are removed we will be able to see other damage

ST. JOHNS AUTO BODY, INC.

1609 ST. JOHNS AVE. PALATKA, FL 32177
 (386) 328-4688
 Fax: (386) 325-6272

Damage Assessed By: TONI SCROGGINS

Deductible: UNKNOWN

Mitchell Service: 912623

Description: 2001 Ford Pickup F150 Lariat

Body Style: 4D PkupCrw

VIN: 1FTRW08L71KB55140

OEM/ALT: O

Options: 4WD OR AWD, ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER WINDOWS, POWER DOOR LOCKS
 CRUISE CONTROL, AUTOMATIC TRANSMISSION, AM-FM STEREO/CDPLAYER(SINGLE)

Drive Train: 5.4L Inj 8 Cyl 4WD

Search Code: 6E32177

Line	Entry	Labor	Operation	Line Item	Part Type/ Part Number	Dollar Amount	Labor Units
1	900500	BDY *	REPAIR	R FLOOR PAN	Existing		4.0*
2	204503	BDY	REMOVE/INSTALL	R REAR CAB SCUFF PLATE	Existing		0.2*
3	204504	BDY	REMOVE/INSTALL	L REAR CAB SCUFF PLATE	Existing		0.2*
4	204539	BDY	REMOVE/INSTALL	CONSOLE			0.3
5	900500	BDY *	REMOVE/REPLACE	CARPET	y13z1613000aaa	438.92 *	5.0*
6	201925	BDY	REMOVE/INSTALL	R FRT SEAT ASSY			0.3
7	201926	BDY	REMOVE/INSTALL	L FRT SEAT ASSY			0.3
8	203973	BDY	REMOVE/INSTALL	REAR SEAT ASSY			0.4
9	933005	BDY	ADD'L OPR	RESTORE CORROSION PROTECTION			1.0*

* - Judgement Item

I. Labor Subtotals						II. Part Replacement Summary		
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			Amount
Body	11.7	36.00	0.00	0.00	421.20 T	Taxable Parts		438.92
Taxable Labor					421.20	Parts Adjustments		21.95-
Labor Tax	@	7.000 %			29.48	Sales Tax	@ 7.000%	29.19
Labor Summary	11.7				450.68	Total Replacement Parts Amount		446.16

ESTIMATE RECALL NUMBER: 1/24/05 10:21:38 18251

Mitchell Data Version: 5.0.027
 UltraMate Version:

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File Number:	20917	Arms Service number:	
Last Name:	BOYETTE	First Name:	TATE
Street:	302 SOUTH 18TH STREET	City:	PALATKA
State:	FL	Zip:	32177
		Home Ph:	386-326-1664
Work Ph:		Product Type:	F F A T O
Type Concern:	PD PI PD P S C	Concern Code:	1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Detail:		Settlement Amount:	\$0.00
Date Opened Rem:		Date Opened by P/S:	1/20/2005
		Caliber:	
Date of Incident:		Date Closed:	
		Bullet Weight:	
Date to Analysis:		Date from Analysis:	
		Manufacturer:	
Model:	710	Serial:	
		Date Code:	
		Date Mfgd:	
RAMAC:	710	Litigation:	<input type="checkbox"/>
		PreLitigation:	<input type="checkbox"/>
		Obsolete:	<input type="checkbox"/>
Custody:		Comments:	Had gun jam - took it inside the truck to work on - when the bolt moved the rifle fired through the floorboard of the truck. Sent letter and ARS label to get rifle
Time of Modification:	10:49:25 AM		
Date of Modification:	1/20/2005		

PS00169

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

Name: TATE BOYETTE

Company:

Street: 302 South 18th STREET

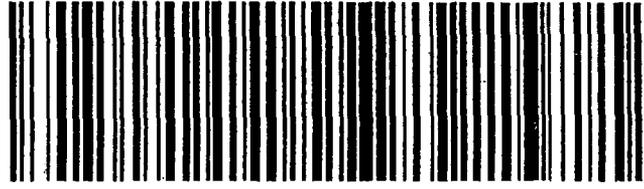
City: PALATKA State: FL ZIP Code: 32177

REF #: | | | | | | | | | | | | | | | | | | | | | |

A.R.S. TO
ATTN: FRED SUPRY
REMINGTON ARMS
14 HOEFLER AVE
ILION NY 13357

UPS Next Day Air
EXTREMELY URGENT **1**

TRACKING NUMBER



1Z E13 390 27 5000 1897

UPS Authorized Return Service™

0118611

UPS Louisville, KY 267 W

Next Day Air A.R.S. Tracking Number
UPS 1Z E13 390 27 5000 1897

REF #/DATE

PS00170

Remington.

20 January 2005

Tate Boyette
302 South 18th Street
Palatka, FL 32177

RE: Model 710 Accidental Discharge

Dear Tate,

We were sorry to learn of the unfortunate incident that you experienced with your new Model 710 rifle. We are certainly glad that no one was hurt. We understand that there is damage to the floor board of the truck.

As we discussed, I have enclosed an ARS label for you to return the firearm to my attention for examination. Please include a note inside the shipping package with your name, address, telephone number, and a brief description of the incident. The note inside is important as sometimes the outside label gets damaged and we want to be sure the rifle is logged in correctly.

We understand that you do not want this rifle or another Model 710. Include in the note what rifle you would be interested in. Once we complete our examination we will contact you to discuss our findings and to discuss how to resolve this concern. We apologize for the inconvenience this incident has caused.

Sincerely,



Fred Supry
Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

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Phone 315-895-3200 • www.remington.com

PS00171

Date: 1/24/05 10:21 AM
Estimate ID: 18251
Estimate Version: 0
Preliminary
Profile ID: CUSTOMIZED

III. Additional Costs	Amount	IV. Adjustments	Amount
Total Additional Costs	0.00	Customer Responsibility	0.00
		I. Total Labor:	450.68
		II. Total Replacement Parts:	446.16
		III. Total Additional Costs:	0.00
		Gross Total:	896.84
		IV. Total Adjustments:	0.00
		Net Total:	896.84

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

ESTIMATE RECALL NUMBER: 1/24/05 10:21:38 18251

Mitchell Data Version: DEC_04_A
UltraMate Version: 5.0.027

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Date: 1/27/05

By: Bruce Travis SA

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Tate Boyett

R.E. Number: 91962

Reason for inspection: Fired on bolt opening - in truck

FIREARM

Manufacturer: Rm. Model: 710

Serial Number: 71191722 Date of Manufacture: 10/04

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

PS00173

DIVECCHIA, RONALD
710 97930 2005

PS00174

File Number:	21356	Arms Service number:	97930
Last Name:	DIVECCHIA	First Name:	RONALD
Street:	71 JORDAN ROAD	City:	PEABODY
State:	MA	Zip:	01960
Work Ph:		Home Ph:	978-535-5705
Type Concern:	S	Product Type:	F A T O
Concern:	FIRE ON SAFE RELEASE	Concern Code:	1007
Cause Code:	4040	Cause:	OTHER, UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Detail:	REPAIR AS NEEDED/N/C	Settlement Amount:	\$50.00
Date Opened Rem:	6/16/2005	Date Opened by P/S:	6/16/2005
Date of Incident:		Date Closed:	6/16/2005
Date to Analysis:		Date from Analysis:	
Model:	Z10	Serial:	Z1150479
RAMAC:	Z10	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	8:51:41 AM	PreLitigation:	<input type="checkbox"/>
Date of Modification:	6/22/2005	Obsolete:	<input type="checkbox"/>
<p>Could not duplicate fires on safety release. Replace trigger assembly to restore confidence and repairs needed at r/c under warranty.</p>			
Manufacturer:	REM	Callber:	270
Date Mfgd:	2/30/2003	Bullet Weight:	

PS00175

Product Service Database

Arms Service #: 97930
Last Name: DiVecchia First Name: Ronald

Street: _____
City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Product Type: _____
Type of Concern: F A T O C
 PI PD P S

Concern Code: 1007 Concern: _____

Cause Code: 4040 Cause: _____

Assigned To: 51PR4
Classification: UND

Settlement Detail: Repair as Needed at r/c
Settlement Amount: 50.00

Date Opened Rem.: 6/16/05 Date Opened PS: 6/16/05

Caliber: 270

Date of Incident: _____ Date Closed: 6/16/05

Bullet Weight: _____
Date to Analysis: _____
Date from Analysis: _____
Manufacturer: _____
Model: _____
Serial: _____
Date Code: _____
Date Mfgd: _____
RAMAC: _____
Litigation: _____
Custody: _____
Comments: _____

Prelitigation: _____ Obsolete: _____

4.5*

12/03

Ronald DiVecchia
7 Jordan Road
Peabody, Massachusetts 01960
(978) 535-6705

June 13, 2005

Remington Arms
14 Hoefler Ave.
Ilion, New York 13357

Repair Center,

Please find enclosed a Remington Model 710 serial number 71150479. Also enclosed is a Model 710 Long Action magazine and parts for the rifles magazine release.

I am returning this rifle for repair. The magazine release has broken where it connects to the retaining pin and spring within the magazine well. Also the rifle will fire when the safety is moved from the safe to the fire position with the trigger finger resting on the trigger.

The enclosed magazine has a broken spring that is in need of replacement.

Best regards,

[Handwritten Signature]
Ronald DiVecchia

*could not duplicate FIRES on
safety release. replace TRIG. ASSM
to restore confidence. + REPAIR
AS needed. RTK N/C WARRANTY*

*1007
4040*

Serial Number: **71150479**

Model: **710**



RE00097930

PS00177

Date: 6/16/05

By: Bruce Travis

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Ronald D. Vecchia

R.E. Number: 97930

Reason for inspection: FSR

FIREARM

Manufacturer: Rum Model: 710

Serial Number: 71150479 Date of Manufacture: 12/03

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY - PAINTED black

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

PS00178

Feeding: WAG. DAM.

Extraction/ejection: —

Trigger pull: 4.5#

Manual safety: O/CAY

Test firing results (if applicable): —

DISPOSITION

could not duplicate fires on safety release. Replace Trig. Assm. to restore confidence. Repair as needed AT

ADDITIONAL COMMENTS

N/C WARRANTY

PS00179

GUN WORLD INC.
710 99062 2005

File Number:	21452	Arms Service number:	99062
Last Name:	GUNWORLD INC	First Name:	
Street:	429 SOUTHMAN STREET	City:	HARRISVILLE
State:	PA	Zip:	16038
Work Ph:	724-735-4490	Product Type:	F A T O
Type Concern:	S	Concern Code:	1007
Concern:	FIRE/DON SAFE/RELEASE		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	NAGLE	Classification:	UND
Settlement Detail:	REPLACE TRIGGER/ASSEMBLY/INSERT/N/C	UNJ UNC UND J	
Date Opened Rem:	7/29/2005	Date Closed:	8/4/2005
Date of Incident:		Date Opened by P/S:	8/4/2005
Date to Analysis:		Bullet Weight:	
Model:	Z10	Date from Analysis:	
Serial:	71086667	Manufacturer:	REM
RAMAC:	Z10	Settlement Amount:	\$0.00
Custody:		Calliber:	30 06
Time of Modification:	8:44:57 AM	Date Mfgd:	6/13/2002
Date of Modification:	8/10/2005	Manufacturer:	REM
Litigation: <input type="checkbox"/> PreLitigation: <input type="checkbox"/> Obsolete: <input type="checkbox"/>			
Could not duplicate concern. Replace trigger assembly insert and repair as needed at N/C - under warranty			

PS00181

Product Service Database

Arms Service #: 99062

Last Name: _____ First Name: _____

Street: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Product Type: F A T O
Type of Concern: PI PD P S C

Concern Code: 1007 Concern: _____

Cause Code: 4040 Cause: _____

Assigned To: FW

Classification: UND

Settlement Detail: _____

Settlement Amount: _____

Date Opened Rem.: _____ Date Opened PS: 8-4

Caliber: _____

Date of Incident: _____ Date Closed: 8-4

Bullet Weight: _____

Date to Analysis: _____

Date from Analysis: _____

Manufacturer: _____

Model: 710

Serial: _____

Date Code: _____

Date Mfgd: G-02

RAMAC: _____ Litigation: _____ Prelitigation: _____ Obsolete: _____

Custody: _____

Comments: _____

USE COMMENT

Serial Number: 71065667

Model: 710



RE00099062

REPAIR TAG		10717
PHONE	724-735-4490	DATE RECEIVED
CUSTOMER'S NAME	GUN WORLD, INC.	
ADDRESS	427 S. MAIN ST.	
	HARRISVILLE	PA 16098
WORK TO BE DONE	CUSTOMER CLAIMS GUN FIRED WHEN HE PUT SHEET INTO FIRE POSITION ALSO HE SAID THE BOLT WILL PULL OUT OF ACTION WHEN WORKING IT.	

could not duplicate concern
 replace TRCO, ASSM, INSERT &
 repair as needed w/ n/c
 WARRANTY.

PS00183

Date: 7/29/05

By: Bruce Travis

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: GMU World Inc.

R.E. Number: 99062

Reason for inspection: FSR

FIREARM

Manufacturer: Rm. Model: 710

Serial Number: 71065667 Date of Manufacture: 6/02

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

PS00184

Feeding: _____

Extraction/ejection: _____

Trigger pull: 4#

Manual safety: OKAY

Test firing results (if applicable): _____

DISPOSITION

could not duplicate concern. Replace trig. assm.
Insert repair as needed w/ A/C w/ ready

ADDITIONAL COMMENTS

PS00185

Hammond Jerome
710 AD

2005
93669

PS00186

File Number:	21097	Arms Service number:	93669	
Last Name:	HAMMOND	First Name:	JEROME	
Street:	210 COUNTY ROAD 641	City:	ROANOKE	
State:	AL	Zip:	36274	
Home Ph:	256-449-6269			
Work Ph:		Product Type:	F A T O	
Type Concern:	FD	PI PD P S C	Concern Code:	1025
Concern:	UNEXPLAINED DISCHARGE			
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED	
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J	
Settlement Detail:	REIMBURSEMENT OF \$900	Settlement Amount:	\$900.00	
Date Opened Rem:	2/28/2005	Date Opened by P/S:	3/1/2005	
Caliber:	270			
Date of Incident:		Date Closed:	3/2/2005	
Bullet Weight:				
Date to Analysis:		Date from Analysis:		
Manufacturer:				
Model:	710	Serial:	71072557	
Date Code:		Date Mfgd:	8/21/2002	
RAMAC:	710	Litigation:	<input type="checkbox"/>	
PreLitigation:	<input checked="" type="checkbox"/>	Obsolete:	<input type="checkbox"/>	
Custody:		Comments:	Claims rifle fired inside truck while it was unattended, shooter was standing outside of truck. \$2500 damages. Remington agreed to reimburse him for the rifle plus the insurance deductible. APV issued for \$900 3/2/2005.	
Time of Modification:	4:06:03 PM			
Date of Modification:	3/2/2005			

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Purchase Order No. _____
Fred Supry
 Name of Person Originating APV _____
Ilion - 3606
 Location/Extension of Originator _____
03/02/05
 Date Prepared _____

Seller's Invoice No. _____ Seller's Invoice Date _____
 Pay To: Jerome Hammond
 Street and No. 210 County Road 641
 City Roanoke State AL Zip Code 36274

% _____ Days; Net _____ Days or _____
 Desired Pay Date _____

Vendor Code _____
 Pmt Method Check

Description	Total	
	Dollars	Cents
To reimburse customer for Model 710 rifle returned to Remington. Reference R&E: 93669 and Jerome Hammond file in Product Service.	900	.00

Distribution
 Firearms Pre-lit: **8850050-230145**

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed: 
 Signed: _____
 Date: 3/2/2005

Gross	900	.00
Discount		
Net	900	.00

For Treasury Use Only
 Date Paid _____
 Reference No. _____
 Acct _____
 Amt _____
 (If in Foreign Currency)

PS00188

7.5-#
8/02

93669

Remington.

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: Model 710		Serial Number: 71072567	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jerome Hammond		Date of Purchase: December 2003	
Address (no PO Boxes): 210 COUNTY ROAD 641			
City: ROANOKE		State: Alabama	Zip: 36274
Phone (Daytime): (256)-449-6269		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: This firearm discharged inside a truck with was no one around it. The safety was in the safe position. Enclosed is a letter with further details.			
Ammunition Information:			
Manufacturer: Remington Core Lokt		Type: .270 Caliber	
Other (i.e. bullet weight/type, shot size, powder):		150 grain	
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: Remington Rem Oil			
How often do you clean the bore? (Months or Number of rounds)		3-4 Time Yearly	
		of rounds) SAME	
		or Number of rounds) SAME	

Number: **71072567**

Model: **710**



RE00093669

PS00189

To Whom This may Concern 2-15-05

I called Remington Customer Service and talked with Kay about the firearm that accompanies this letter. Here is a description of what happened with this firearm.

My son and a friend were returning from deer hunting and put their rifles (both were loaded) into his friend's truck. They were standing outside the truck talking when this firearm discharged on its own resulting in a hole in his transmission. The boys, ages 20 and 23 are very responsible and safe when using firearms. This discharge of this rifle on its own could easily have been more tragic. Upon their inspection of the rifle they found the safety was in the safe position. Why did this gun discharge?

I talked with another gun owner who has the same model firearm but in a different caliber. His firearm discharged in a similar manner as this one. His has already been repaired by Remington. My question is: How many of these model 710 firearms have had problems? Do you have a defective firearm that needs to be recalled before someone gets killed?

PS00190

I own Three other Remington products and have used these for Thirty years with no problems until now. I am enclosing proof from The boys insurance company on damages to his Truck.

Would you please notify me upon inspection of this firearm. I really don't want this gun or a replacement just like it because I'll always wonder if it will malfunction again. If at all possible I would like Remington to pay all damages to the vehicle.

You may get in contact with me Monday thru Thursdays after 3:00 P.M.

Thank You,
Jerome Hammond

210 Co. Rd. 641
Roanoke, Ah. 36274

(256)-449-6269

Date: 01/26/2005 07:02 PM
 Estimate ID: 05-5174561-01
 Estimate Version: 0
 Committed
 Profile ID: East_all parts types

PROGRESSIVE

Damage Assessed By: Natalie Coppock

* Product Type Auto
 * Date of Loss: 01/08/2005
 * Deductible: 500.00
 Policy No: 50586535-006
 * Claim Number: 05-5174561-01
 Insured: REBECCA ROLLINS
 Claimant: JOSHUA ROLLINS
 Address: 3275 COUNTY ROAD 63 WOODLAND, AL 36280
 Telephone: Work Phone: (256) 357-4879 Home Phone: (256) 449-6642

Mitchell Service: 912623

Description: 1998 Ford Pickup F150 XLT
 Body Style: 2D PkUp 7' Bed 120" WB
 VIN: 1FTZF18W6WNC05502
 Mileage: 124,709
 OEM/ALT: A
 Color: MAROON
 Options: 4WD OR AWD, ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER WINDOWS, POWER DOOR LOCKS
 AM-FM STEREO/CDPLAYER(SINGLE)
 Vehicle Production Date: 00/00
 Drive Train: 4.6L Inj 8 Cyl 4WD
 Search Code: BIRMINGHA1

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
SPECIAL ENTRY							
1	900500	MCH*	REMOVE/REPLACE	TRANSMISSION ASSEMBLY	Used/Recycled	1,400.00 *	9.6*
2				LKQ, S/W ANDY LIFETIME WARRANTY 205-841-8733			
3				LINE MARKUP %25.00.		350.00	
4	900500	BDY *	REMOVE/REPLACE	INTERIOR CARPET	New	629.90 *	5.0*
5	900500	BDY *	REPAIR	REPAIR HOLE IN FLOOR	Existing		2.0*
6	900500	MCH*	REPAIR	DIAGNOSTIC CHARGE ON IV	Existing		1.5*

* - Judgement Item

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	7.0	38.00	0.00	0.00	266.00	Taxable Parts	2,029.90
Mechanical	11.1	50.00	0.00	0.00	555.00	Parts Adjustments	350.00
						Sales Tax @ 8.000%	190.39
Non-Taxable Labor					821.00	Total Replacement Parts Amount	2,570.29
Labor Summary	18.1				821.00		

ESTIMATE RECALL NUMBER: 01/26/2005 18:58:17 05-5174561-01

Mitchell Data Version: DEC_04_A
 UltraMate Version: 5.5.008
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PS00192

Date: 01/26/2005 07:02 PM
 Estimate ID: 05-5174561-01
 Estimate Version: 0
 Committed
 Profile ID: East_all parts types

III. Additional Costs	<u>Amount</u>	IV. Adjustments		<u>Amount</u>
Total Additional Costs	0:00	Insurance Deductible		500.00-
		Customer Responsibility		500.00-
		I. Total Labor:		821.00,
		II. Total Replacement Parts:		2,570.29
		III. Total Additional Costs:		0.00
		Gross Total:		3,391.29
		IV. Total Adjustments:		500.00-
		Net Total:		2,891.29

Point(s) of Impact

0 Unknown (P)

THIS IS A DAMAGE ASSESSMENT ONLY--NOT AN AUTHORIZATION TO REPAIR -
 BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
 SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
 AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE
 COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

REPAIR SHOP MANAGER'S/AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT
 ON COST OF REPAIRS, TOWING/STORAGE CHARGES, AND TO COMPLETE ALL LISTED REPAIRS

ESTIMATED COMPLETION DATE: _____

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return your
 vehicle to its pre-loss condition with proper installation. After repair, if
 any sheet metal or plastic body part included in the estimate fails to return
 your vehicle to its pre-loss condition (assuming proper installation), in te:
 of form, fit, finish, durability or functionality, Progressive will arrange
 pay for the replacement of the part, to the extent not covered by a
 manufacturer's or other warranty. This service will be performed at no cost
 you (including associated repair and rental car costs). To obtain service un
 this Guarantee, call Progressive at 1-800-274-4641.

This Guarantee applies as long as you own or lease the vehicle. This Guarant
 is not transferable and terminates if you sell or otherwise transfer your
 vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMP
 ESTIMATE RECALL NUMBER: 01/26/2005 18:58:17 05-5174561-01

Mitchell Data Version:
 UltraMate Version:

DEC_04_A
 5.5.008

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Page 2 o

PS00193

Date: 01/26/2005 07:02 PM
Estimate ID: 05-5174561-01
Estimate Version: 0
Committed
Profile ID: East_all parts types

MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT.

THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed -- These refer to a new, original equipment manufacturer part.
NON-OEM and A/M and QUAL REPL -- These refer to an after-market part, which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ -- These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE -- These refer to used/recycled OEM parts that have been refurbished.

Event Log

File Created: 01/26/2005 06:38:41 PM
Estimate Started: 01/26/2005 06:41:40 PM
Estimate Printed: 01/26/2005 07:02:51 PM
Estimate Committed: 01/26/2005 06:58:17 PM
Estimate Uploaded: Estimate not uploaded

PS00194

ESTIMATE RECALL NUMBER: 01/26/2005 18:58:17 05-5174561-01

Mitchell Data Version: DEC_04_A
UltraMate Version: 5.5.008

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Date: 3/1/05

By: Bruce Trivissa

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Jerome Hammond

R.E. Number: 93669

Reason for inspection: discharged inside truck w/no one around
IT - DAMAGED TRANSMISSION

FIREARM

Manufacturer: Kem Model: 710

Serial Number: 71072567 Date of Manufacture: 8/02

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: grip cap miss

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

PS00195

Hudson, John
710

8005
90945

File Number:	20908	Arms Service number:	90945
Last Name:	HUDSON	First Name:	JOHN
Street:	1615 MT. HOLLY ROAD	City:	ROCK HILL
State:	SC	Zip:	29730
Home Ph:	803-980-4976	Work Ph:	
Product Type:	F	F A T O	
Type Concern:	PI PD P S C	Concern Code:	1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Detail:	REIMBURSEMENT	Settlement Amount:	\$1,291.28
Date Opened Rem:	1/14/2005	Date Opened by P/S:	1/14/2005
Caliber:	3006	Date of Incident:	
Date Closed:	1/25/2005	Bullet Weight:	
Date to Analysis:		Date from Analysis:	
Manufacturer:		Model:	710
Serial:	71065894	Date Code:	PW
Date Mfgd:	6/14/2002	RAMAC:	710
Litigation:	<input type="checkbox"/>	PreLitigation:	<input checked="" type="checkbox"/>
Obsolete:	<input type="checkbox"/>	Custody:	
Comments:	Claim is that the rifle fired as he raised it up and closed the bolt. Rifle was inside the truck and shot the seat and door of the truck. I talked to Mr. Hudson on 1/17/2005, he is getting an estimate for the repairs. Reimburse customer \$1291.28 to cover repairs and rifle. APV issued 1/25/2005.		
Time of Modification:	4:20:13 PM		
Date of Modification:	1/17/2005		

PS00198

105

1102

Remington

Repair instructions <i>Safety</i>	
Model Number: <i>710</i>	Serial Number: <i>71065894</i>
Are you the original owner?: <input checked="" type="radio"/> YES <input type="radio"/> NO	
Name: <i>John Hudson</i>	Date of Purchase: <i>2/13</i>
Address (No PO Boxes): <i>1615 Mt Holly Rd</i>	
City: <i>Rock Hill</i>	State: <i>SC</i> Zip: <i>29730</i>
Phone (Daytime): <i>803-980-4976</i>	Fax:
E-mail Address:	

Please describe your problem: *when I move the bolt to unload gun it fire while on safe. I had put gun in front of seat to take my coat off when I pick the gun up to unload the gun ~~was~~ WAS on safe I moved the bolt the gun fire I shot a hole in the door of a 2001 Dodge Ram my brother in-law was with me his name is Jeff Howe his phone # 803-327-~~5800~~ 8802*

Ammunition Information:
 Manufacturer: *Hornady* Type: *Custom 165 gr SST*
 (i.e. bullet weight/type, shot size, powder):

Handload Information:

Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

*SCRAP RIFLE
 Close RFE
 Customer Reimbursed
 FLS 1/25/05*

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: *Remington Bore*

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

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

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: *gun oil*

How often do you lubricate the bore? (Months or Number of rounds) *After About 5 shots*

How often do you lubricate the action? (Months or Number of rounds) *once every 2 months*

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance owners manual? YES NO

Comments:

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

What were the services performed? *✓*

Serial Number: **71065894**

Model: **710** PS00199



RE00090945

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Base Order No. _____	Seller's Invoice No. _____	Seller's Invoice Date _____
Name of Person Originating APV Fred Supry	Pay To: John Hudson	
Location/Extension of Originator Illion - 3606	Street and No. 1615 Mt. Holly Road	
Date Prepared 01/25/05	City Rock Hill State SC Zip Code 29730	

% _____ Days; Net _____ Days or _____ Desired Pay Date	Vendor Code _____ Pmt Method Check
---	--

Description	Total	
	Dollars	Cents
To reimburse customer for Model 710 rifle and damages to vehicle	1,291	.28
rifle \$400.00, seat cover \$203.00, Body work \$688.28 reference R&E #: 90945 and		
John Hudson file in Product Service.		

Distribution Firearms Pre-lit: 8850050-230145	The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.	
	Signed: 	Gross 1,291.28
	Signed: _____	Discount
	Date: 1/25/2005	Net 1,291.28

For Treasury Use Only	
Amount Paid	_____
Reference No.	_____
Bank Acct	_____

PS00200

ATTN. FRED SUPRY @ REMINGTON ARMS CO.,
I WOULD LIKE A REFUND ON MY GUN INSTEAD OF REPAIR.
INCLOSED IS THE ESTIMATES ON REPAIRING THE TRUCK.

THANKS,

JOHN HUDSON

John W. Hudson

Rifle - \$400.00
Truck Repair - 688.28
Seat cover 209.00
\$ 1297.28

PS00201



TOM'S AUTO PAINTING & BODY SHOP, INC.

1127 EAST BLACK STREET - PHONE 324-3455

ROCK HILL, SC 29730

Owned & Operated by Bruce & Buffie Garner

WRECKS REPAIRED

MAJOR or MINOR

BODY AND FENDER REPAIRS • EXPERT REFINISHING

NAME Hudson

NO GUARANTEE ON RUST REPAIRS

DATE 1-17-05
PHONE 980-4976

ADDRESS _____

DATE WANTED _____

8-00

TRM RIAZ

YEAR-MODEL-COLOR	MAKE OF CAR	BODY TYPE	LICENSE NO.	SERIAL NO.	MILEAGE		
2001	Dodge	Ram	1500	Color PR8	V8 magnum		
PAIR	REPLACE	3BMHC13221M500038			LABOR	PARTS AND MATERIALS	SUBLET WORK
✓		Right door panel			4	295 00	
✓		Ram 1500 Emblem			2	38 85	
✓		Right door			2.7		28
		* Window is dragging - maybe hidden damage on inside of door					
		paint & material			2.8		61 61
		Clean			.6		13 20

PS00202

Estimate Prepared by Buffie

ESTIMATE SHEET

ENVIRONMENTAL WASTE	5	00
0.7 LABOR 3800	254	6
PARTS AND MATERIALS	333	8
SUBLET WORK	74	8
MECHANICAL WORK		
TAX	20	0
GRAND TOTAL	688	6

WAKEFORD UPHOLSTERY

P. O. Box 136

ROCK HILL, SOUTH CAROLINA 29730

(803) 327-6485

ESTIMATE AND REPAIR ORDER

SHEET NO. _____ OF _____ SHEETS

Owner John Hudson Business Phone _____ Date 1-16-05
 Address 1615 Mt. Holly Rd CITY _____ Home Phone 780 4976 Est. No. _____
 Insurance Co. _____ Phone 487 6151 Repair Order No. _____

I.D. _____ Adjuster _____ Retain Parts
 Destroy Parts Customer Initial _____
 YEAR 01 MAKE Dodge MODEL Ram LICENSE NO. _____ SPEEDOMETER _____

Repair	Replace	DESCRIPTION OF LABOR OR MATERIAL	LABOR HRS.	PARTS	MISC.	SUBLET NET & PAINT
		<u>Order yard material</u>			<u>50.00</u>	
		<u>D20120 Agate</u>				

3 HRS. OF LABOR @ \$ 50 PER HR. \$ 150

ESTIMATE AMOUNT \$ _____

Revised Estimate \$ _____

Customer's O.K. By _____

Time	Date Called	By Whom
------	-------------	---------

Deposit \$ _____

Chgs. If not Repaired _____

PARTS	<u>50.00</u>
PAINT MATERIALS	
BODY MATERIALS	
SUBLET	
TAX	<u>3.00</u>
ADVANCE CHARGES	
TOTAL	<u>203.00</u>

The above estimate is based on our inspection and does not cover additional parts or labor which may be required after the work has started. Worn or damaged parts, not evident on first inspection, may be discovered and you will be contacted for authorization for additional work. Parts prices subject to change without notice. This estimate is good for _____ days.

Insurance Deductible _____ Estimator _____
 ACKNOWLEDGEMENT: I have read and understand the above estimate and authorize repair service to be performed, including sublet work and acknowledge receipt of this estimate. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure amount of repairs thereto.

WORK AUTHORIZED BY _____ DATE _____

WORK ACCEPTED BY _____ DATE _____

* CODE N-NEW U-USED R-REBUILT

PS00203

File Number:	20908	Arms Service number:	90845	
Last Name:	HUDSON	First Name:	JOHN	
Street:	1615 MT. HOLLY ROAD	City:	ROCK HILL	
State:	SC	Zip:	29730	
Home Ph:	803-966-4976			
Work Ph:		Product Type:	F A T O	
Type Concern:	PD	PI PD P S C	Concern Code:	1008
Concern:	FIRED ON BOLT CLOSING			
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED	
Assigned To:	SUPRY	Classification:	UNJ UNC UND J	
Settlement Detail:		Settlement Amount:	\$0.00	
Date Opened Rem:	1/14/2005	Date Opened by P/S:	1/14/2005	
Caliber:	3006			
Date of Incident:		Date Closed:		
Bullet Weight:				
Date to Analysis:		Date from Analysis:		
Manufacturer:				
Model:	710	Serial:	71065894	
Date Code:	PW		Date Mfgd:	6/14/2002
RAMAC:	710	Litigation:	<input type="checkbox"/>	
PreLitigation:	<input checked="" type="checkbox"/>		Obsolete:	<input type="checkbox"/>
Custody:		Comments:	Claim is that the rifle fired as he raised it up and closed the bolt. Rifle was inside the truck and shot the seat and door of the truck. I talked to Mr. Hudson on 1/17/2005, he is getting an estimate for the repairs.	
Time of Modification:	4:20:13 PM			
Date of Modification:	1/17/2005			

PS00204

110

Remington

1102

Model Number: 710		Repair instructions: Safety	
Serial Number: 71065894			
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: John Hudson		Date of Purchase: 2413	
Address (No PO Boxes): 1665 Mt Holly Rd			
City: Rock Hill		State: SC	Zip: 29730
Phone (Daytime): 803-980-4976		Fax:	
E-mail Address:			

Please describe your problem: when I move the bolt to unload gun it fire while on safe. I had put gun in front of seat to take my coat off when I pick the gun up to unload the gun was on safe I moved the bolt the gun fire I shot a hole in the door of a 2001 Dodge Dodge Ram my brother in-law was with me his name is Jeff Howc
His phone # 803-327-5800 8802

Ammunition Information:
 Manufacturer: Hornady Type: Custom 165 gr SST
 Other (i.e. bullet weight/type, shot size, powder):

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: Remington Bore
 How often do you clean the bore? (Months or Number of rounds) once a month
 How often do you clean the action? (Months or Number of rounds)
 How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: gun oil
 How often do you lubricate the bore? (Months or Number of rounds) After About 5 shots
 How often do you lubricate the action? (Months or Number of rounds) once every 2 months
 How often do you lubricate the trigger assembly? (I

Have you reviewed the cleaning and maintenance owners manual? YES NO
 Comments:
 When was the last time that your firearm was serviced by a repairman/gunsmith? never
 What were the services performed?

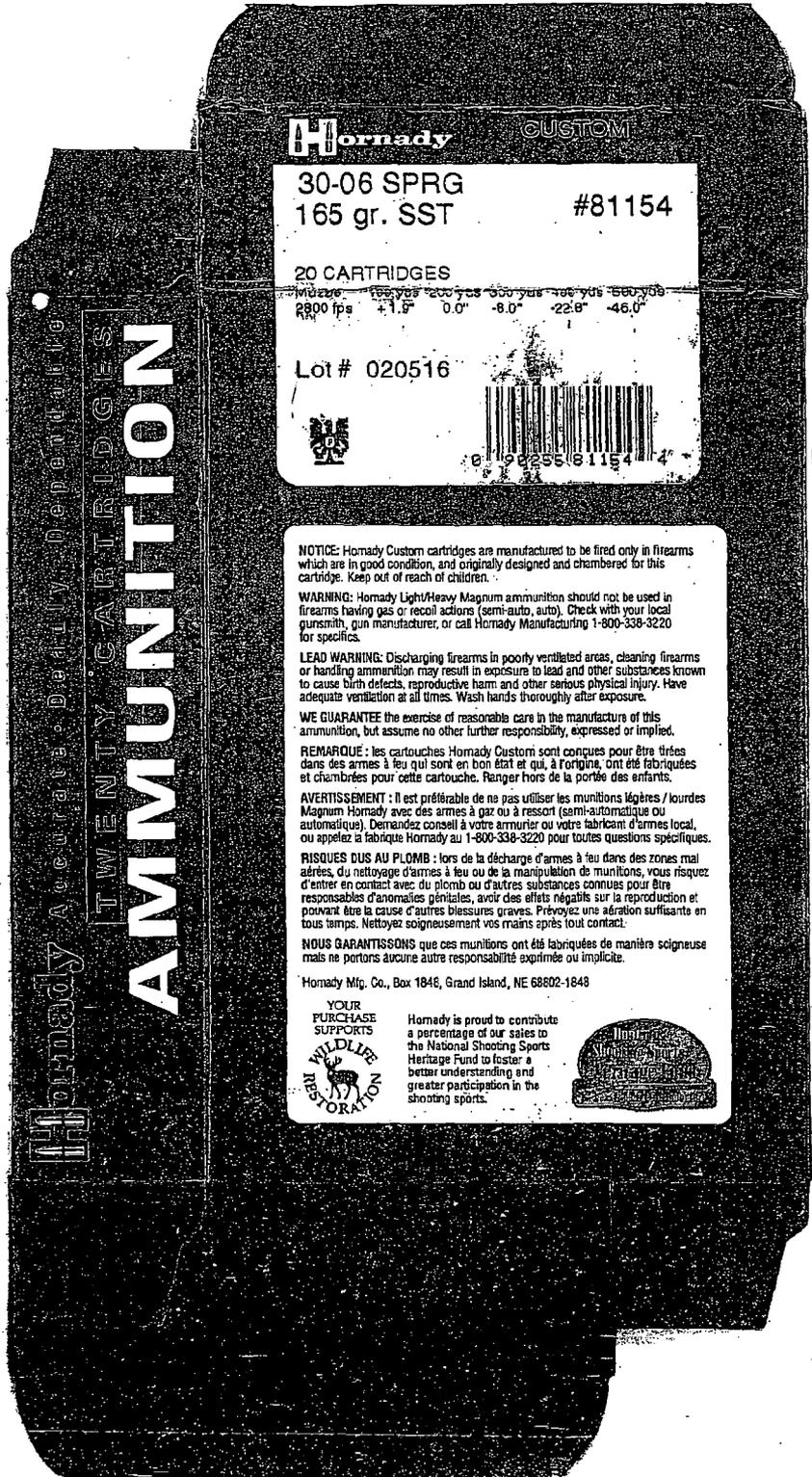
Serial Number: **71065894**

Model: 710

PS00205



RE00090945



Hornady CUSTOM

30-06 SPRG #81154
165 gr. SST

20 CARTRIDGES

2800 fps +1.5" 0.0" -8.0" -22.8" -46.0"

Lot # 020516



NOTICE: Hornady Custom cartridges are manufactured to be fired only in firearms which are in good condition, and originally designed and chambered for this cartridge. Keep out of reach of children.

WARNING: Hornady Light/Heavy Magnum ammunition should not be used in firearms having gas or recoil actions (semi-auto, auto). Check with your local gunsmith, gun manufacturer, or call Hornady Manufacturing 1-800-338-3220 for specifics.

LEAD WARNING: Discharging firearms in poorly ventilated areas, cleaning firearms or handling ammunition may result in exposure to lead and other substances known to cause birth defects, reproductive harm and other serious physical injury. Have adequate ventilation at all times. Wash hands thoroughly after exposure.

WE GUARANTEE the exercise of reasonable care in the manufacture of this ammunition, but assume no other further responsibility, expressed or implied.

REMARQUE: les cartouches Hornady Custom sont conçues pour être tirées dans des armes à feu qui sont en bon état et qui, à l'origine, ont été fabriquées et chambrées pour cette cartouche. Ranger hors de la portée des enfants.

AVERTISSEMENT: Il est préférable de ne pas utiliser les munitions légères / lourdes Magnum Hornady avec des armes à gaz ou à ressort (semi-automatique ou automatique). Demandez conseil à votre armurier ou votre fabricant d'armes local, ou appelez la fabrique Hornady au 1-800-338-3220 pour toutes questions spécifiques.

RISQUES DUS AU PLOMB: lors de la décharge d'armes à feu dans des zones mal aérées, du nettoyage d'armes à feu ou de la manipulation de munitions, vous risquez d'entrer en contact avec du plomb ou d'autres substances connues pour être responsables d'anomalies génitales, avoir des effets négatifs sur la reproduction et pouvant être la cause d'autres blessures graves. Prévoyez une aération suffisante en tous temps. Nettoyez soigneusement vos mains après tout contact.

NOUS GARANTISSONS que ces munitions ont été fabriquées de manière soignée mais ne portons aucune autre responsabilité exprimée ou implicite.

Hornady Mfg. Co., Box 1846, Grand Island, NE 68802-1848



YOUR PURCHASE SUPPORTS Hornady is proud to contribute a percentage of our sales to the National Shooting Sports Heritage Fund to foster a better understanding and greater participation in the shooting sports.



Hornady Accuracy. Daily Dependable
TWENTY CARTRIDGES
AMMUNITION

Date: 1/14/05

By: BRUCE TRAVIS SR.

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: John Hudson

R.E. Number: 90945

Reason for inspection: fired when moving bolt to unload - hit truck

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 71065899 Date of Manufacture: 1/02

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function-evaluation:

PS00207

MARKS Outdoor Sports M/110
2005

PS00209



TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00091919	Description/Serial Number 71142734	Repairman - Carl Cotton Date Received - 1/26/2005
Account # - R-	Model 710 Center Fire with 22 inch barrel Caliber: 270 WIN LESS SCOPE	Estimate Date - Current Date - 2/3/2005
Customer MARKS OUTDOOR SPORTS 1400 B MON GOMERY HIGHWAY IRMINGHAM, AL 35216 US		Return To MARKS OUTDOOR SPORTS 1400 B MON GOMERY HIGHWAY IRMINGHAM, AL 35216 US
Phone (H) (205)-822-2010 Phone (W)		Fax (205)-822-2984 Email

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M172	CLOSES HARD OVER SHELL
M172	CLOSES HARD OVER SHELL		
M992	FIRED WHEN CLOSING BOLT		

Material #		MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Part						
F305390	710 BOLT HEAD ASSEMBLY		1	1	0	Y
Part Total:			1	1	0	
Service						
4000104	ARMS SERV SHIPPING & HANDLING		0	0	0	Y
4000117	GR-PROOF		1	1	0	Y
4000119	GR-TEST		1	1	0	Y
4000294	GR-CHECK TPA		1	1	0	Y
Service Total:			3	3	0	

Condition	LESS SCOPE
ProblemNotes	Replaced bolt head assy.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00210

File Number:	20963	Arms Service number:	91919
Last Name:	MARKS, QUINBOR, SPORTS	First Name:	
Street:	1408 MONTGOMERY HWY	City:	BIRMINGHAM
State:	AL	Zip:	35216
Home Ph.:		Product Type:	F A T O
Work Ph.:		Concern Code:	1006
Type Concern:	S	PL PD P S	
Concern:	UNEXPLAINED DISCHARGE SAFE OFF		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SURRY	Classification:	UNC
Settlement Detail:	REPLAGE TRIGGER ASSEMBLY N/C GOODWIL		
Date Opened Rem:	1/27/2005	Date Opened by P/S:	1/27/2005
Date of Incident:		Date Closed:	1/27/2005
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	74442734
RAMAC:	710	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	3:30:17PM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	1/27/2005	Obsolete:	<input type="checkbox"/>
Comments:	Could not duplicate the reported concern.		
Settlement Amount:	\$65.00	Manufacturer:	REM
Bullet Weight:		Date Mfgd:	10/3/2005
Caliber:			

MARK'S

OUTDOOR SPORTS

10/03

S. 57

1400-B Montgomery Highway
Birmingham, Alabama 35216
(205) 822-2010
Fax (205) 822-2984
www.marksootdoorsports.com

DATE 1-19-05 20

Remington
Model 710 270
S/N 71142734

QUANTITY	ARTICLE AND DESCRIPTION	PRICE
	<p>Boat will not close. Falls tip of each round when loading. Accidentally went off when boat was closed Please Repair at Remington gun.</p> <p style="text-align: right;"><i>Thyges Phillips</i></p> <p>Customer: <u>Thirt Etheredge</u> could not duplicate concern repair + replace trigger. Assm & check over completely at H/C this restor NO REFUNDS ON LAYAWAYS confidence in rifle</p>	

Serial Number:

71142734

Model: 710



RE00091919

PS00212

Date: 1/27/05

By: Rance TRAVIS D.

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: MARK'S OUT-SPTS.

R.E. Number: 91919

Reason for inspection: FBC

FIREARM

Manufacturer: Rem. Model: 710

Serial Number: 71142734 Date of Manufacture: 10/03

Overall external condition: Good

Barrel condition: DIRTY - RUSTY

Receiver condition: DIRTY - RUSTY

Stock condition: DIRTY

Bolt/firing pin condition: DIRTY

Trigger assembly condition:

Engagement: —

Adjustments/alterations: —

Other: —

Headspace: —

Function evaluation:

PS00213

Feeding: _____

Extraction/ejection: _____

Trigger pull: 5.15#

Manual safety: OKAY

Test firing results (if applicable): _____

DISPOSITION

could not duplicate concern. Repair + replace
Trig Assm + check over completely w/ N/C to restore
confidence in rifle

ADDITIONAL COMMENTS

PS00214



RAPER, GARY D
710 101322 2005

PS00215

File Number:	21567	Arms Service number:	101322
Last Name:	BARBER	First Name:	GARY D
Street:	6902 WEST ALFRED LANE	City:	ELLETTSVILLE
State:	IN	ZIP:	47429
Work Ph:		Home Ph:	812-876-5858
Type Concern:	SI	Product Type:	F A T O
Concern:	UNEXPLAINED DISCHARGE	Concern Code:	1025
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	REPAIR/UNDER WARRANTY	UNJ	UNC
Date Opened Rem:	9/20/2005	Date Opened by P/S:	9/20/2005
Date of Incident:		Date Closed:	9/21/2005
Date to Analysis:		Date from Analysis:	
Model:	740	Serial:	7417352
RAMAC:	740	Date Code:	OY
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	2:19:04 PM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	9/22/2005	Obsolete:	<input type="checkbox"/>
Comments:	<p>Could not duplicate concern. Clean action and check over completely. Repair as needed - under warranty.</p>		
Settlement Amount:	\$0.00	Caliber:	7MM MAG
Bullet Weight:		Manufacturer:	REM
Date Mfgd:	7/20/2004		

PS00216

Product Service Database

Arms Service #: 101322
Last Name: Raper First Name: GARY
Street: _____
City: _____ State: _____ Zip: _____
Home Phone: _____ Work Phone: _____

Product Type: F A T O
Type of Concern: PI PD P S C

Concern Code: 1025 Concern: _____

Cause Code: 4040 Cause: _____
Assigned To: Supry
Classification: UND

Settlement Detail: Repair under warranty
Settlement Amount: _____

Date Opened Rem.: 9/20/05 Date Opened PS: 9/20/05

Caliber: 7mmag

Date of Incident: _____ Date Closed: 9/21/05

Bullet Weight: _____
Date to Analysis: _____
Date from Analysis: _____
Manufacturer: _____
Model: 710
Serial: _____
Date Code: 0Y
Date Mfgd: 7/20/04
RAMAC: _____
Litigation: _____ Prelitigation: _____
Custody: _____

Obsolete: _____

Comments: Could not duplicate concern. Clean action and check over completely. repair as needed under warranty.

PS00217

4.15#
7/04

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 710 7mm M42		Serial Number: 71177352	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: GARY D. RAPER		Date of Purchase: 13 MAY 2005	
Address (no PO Boxes): 6902 W. Alfred LANE			
City: Ellettsville		State: IN	Zip: 47429
Phone (Daytime): 812-876-5858		Fax:	
E-mail Address: gary-raper@baxter.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Gun fired without trigger being pulled and bolt not locked down. Bolt Action will not work with ammo. Bought box of Remington Core-Lokt and after picking up the empty brass, I found that 3 shells were 30-06. Those 3 shells shot through my rifle. Basically, I think this model is the worst Remington I have ever owned and would NEVER have another one like it. This gun is a total waste of my money.			
Ammunition Information:			
Manufacturer: Remington		Type: Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 150-gr			
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:			

could not duplicate concerns
replace TPA check over completely
repair as needed at N/C
11/11/04

Serial Number: **71177352**

Model: **710**



RE00101322

of rounds)
of rounds)
or Number of rounds)

PS00218

Date: 9/20/05

By: Bruce Travis

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: GARY D. PAPER

R.E. Number: 101322

Reason for inspection: Good

FIREARM

Manufacturer: Pem Model: 710

Serial Number: 71177352 Date of Manufacture: 7/04

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: -

Adjustments/alterations: -

Other: -

Headspace: -

Function evaluation:

PS00219

Feeding: _____

Extraction/ejection: _____

Trigger pull: 4.5H

Manual safety: 01044

Test firing results (if applicable): _____

DISPOSITION

could not duplicate concern. replace TPA, check
oven completely, repair as needed at N/C

ADDITIONAL COMMENTS

WARRANTY

PS00220

2005
THE GUN RETREAT
11/10
01091

PS00221



TRACKING DOCUMENT



Repair Order Number

Repair Order Number RE00091936	Description/Serial Number 71150196	Repairman - Herb Brown
Account # - R-	Model 710 Center Fire Caliber: 270	Date Received - 1/27/2005
		Estimate Date -
		Current Date - 1/31/2005
Customer THE GUN RETREAT 316 W 33RD ST EDMOND, OK 73013 US		Return To THE GUN RETREAT 316 W 33RD ST EDMOND, OK 73013 US
Phone (H) (405)-478-0300		Fax
Phone (W)		Email

Problems			
Reported		Found	
M138	WILL NOT FEED PROPERLY	M123	FORWARD TO PRODUCT SERVICE F
M992	FIRES ON CLOSING	M178	TRIG ADJ SCREWS RESET, CANNOT

Repair						
Material #	MaterialDesc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)	
Part						
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	1	0	Y	
Part Total:		1	1	0		
Service						
4000294	GR-CHECK TPA	1	1	0	Y	
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	Y	
4000119	GR-TEST	1	1	0	Y	
Service Total:		2	2	0		

ProblemNotes All trigger screws set altered. Replace trigger assm. and checke over completely. Final ream and polish chamber.

Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS00222

File Number:	209551	Arms Service number:	91936
Last Name:	THE GUN REPAIR	First Name:	
Street:	818 W 33RD STREET	City:	EDMOND
State:	OK	Zip:	73013
Home Ph:		Product Type:	F A T O
Work Ph:		Concern Code:	1008
Type Concern:	S	PI PD P S	
Concern:	FIRED ON BOLT LOSING		
Cause Code:	4006T	Cause:	ALTERED ADJUSTMENTS OR COMPONENTS
Assigned To:	SUPPLY	Classification:	UNJ
Settlement Detail:	REPLACE TRIGGER ASSEMBLY SPEC PRICE		
Date Opened Rem:	11/26/2005	Date Opened by P/S:	11/26/2005
Date of Incident:		Date Closed:	11/27/2005
Date to Analysis:		Date from Analysis:	
Model:	740	Serial:	Z1450196
RAMAC:	740	Date Code:	
Custody:		Litigation:	<input type="checkbox"/>
Time of Modification:	11/27/2005 12:04:16 PM	Prelitigation:	<input type="checkbox"/>
Date of Modification:	11/27/2005	Obsolete:	<input type="checkbox"/>
Comments:	All trigger adj. screws altered		
Settlement Amount:	\$0.00	Manufacturer:	REM
Bullet Weight:		Caliber:	270
Date Mfgd:	12/3/2005		

5.5

THE GUN RETREAT

Nyle Taylor
316 W. 33rd Street
Edmond, OK 73013
Phone/Fax: (405) 478-0300

To: Remington Arms Co.
870 Remington Drive
Madison, N.C.
27025-0700

Date: 1/6/05

From: **The Gun Retreat**
316 W. 33rd Street
Edmond, OK 73013

Serial Number:

71150196

Model: 710



RE00091936

To Whom It May Concern:

The contents in this package are being sent to you because of a malfunction that I cannot repair. The notes below describe the problem that I am having with this particular firearm. If you have any questions please call me at (405) 478-0300 (Central Oklahoma area). Thank you very much.

NOTES:

When Bolt is closed the gun fires
and jams -
Remington 710 - Serial # 7115 0196 -
Cal - 270 -

ALL TRIG-SET SCREWS ALTERED.
Replace TRIG. ASSM. + check over
completely for \$20.00

Quote

Nyle Taylor
The Gun Retreat L.L.C.

PS00224

Date: 1/26/05

By: Bruce Travis Sr.

FIREARM INSPECTION WORKSHEET

BACKGROUND

Customer name: Gun Retreat - Nyle Taylor

R.E. Number: 91936

Reason for inspection: FBC

FIREARM

Manufacturer: Rem Model: 710

Serial Number: 71150196 Date of Manufacture: 12/03

Overall external condition: Good

Barrel condition: OKAY

Receiver condition: OKAY

Stock condition: OKAY

Bolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: ALTERED

Adjustments/alterations: ALTERED

Other: —

Headspace: —

Function evaluation:

PS00225

Feeding: _____

Extraction/ejection: _____

Trigger pull: 5.5#

Manual safety: O/KAY

Test firing results (if applicable): _____

DISPOSITION

All Trig. set screws altered. Replaced Trig. ASSM +
check over completely. Rate \$20.00 quote.

ADDITIONAL COMMENTS

safety moves forward after repeated Trig pulls
until rifle fires.

PS00226