

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.

Product Service

Legal Case #:206

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
113557	6/16/2006	6/19/2006	6/19/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Sports Authority (The)	801 Sunland Park Drive Unit 346	El Paso	TX	79912		W 915-584-6556

Incident Information

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

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/3006	27410	71146509	RX	11/21/2003 6:03:06 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH INC	SCOPE,RINGS,BASE	U

CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Ca Date APV
					AI

PS 06947

replace
TPA,
check over
completely,
clean at n/c

Repair/Replacement Repair/Replacement

Cost

Date

65.00

6/19/2006

to restore confidence. charge 230145.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		6/19/2006
	Product Type		RF
	Action Type		A
	Assigned To		F. SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006
	Date Code		RX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	

PS 06948

Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 06949

Service Work Order

TENNIS / BOWLING / SKATE / PAINTBALL / DELIVERY & ASSEMBLY

No. 1379643

STORE #	506	DATE	6-1-06	DATE RENTED (DEMO ONLY)		DUE DATE	
COMPLETED BY	<i>CR</i>	SOLD BY	<i>CR</i>	RETURN DATE (DEMO ONLY)		AM/PM	

1 CUSTOMER INFORMATION

NAME: *Andy Almeraz*

ADDRESS: *11980 Royal Woods Dr.*

CITY: *El Paso* STATE: *TX* ZIP: *79936*

DAY PHONE: *(915) 771-9324* EVENING PHONE: *(915) 313-4041*

2 MERCHANDISE DESCRIPTION

SKU #	C	S	MGR.	MAKE/MODEL	SERIAL #	PRICE
	X		(S)	Remington 710	30-06	<i>NA</i>
				Serial # 71146509		

C = Customer Product (Manager Initials Required) S = Store Stock

WORK TO BE DONE - TENNIS / BOWLING / SKATE / PAINTBALL / MISC. REPAIRS

SKU #	SERVICE TO BE PROVIDED	PRICE
	<i>Slippy trigger. will sometimes stays in fire position. Rifle fired while pushing bolt forward to engage</i>	

TENNIS

Serial Number: **71146509**

Model: **710**

Barcode: **RE00113557**

DESCRIPTION	SIZE	CONDITION	DATE	SERVICE	PRICE
				DELIVERY	
				ASSEMBLY	

DELIVERY & ASSEMBLY

3 CUSTOMER SIGNATURE AT THE TIME OF PURCHASE OR DROP OFF

AGREEMENT — I understand that any equipment left longer than 30 days from the due date, may be sold or otherwise disposed of.

DEMO AGREEMENT — I agree to pay the full replacement costs for lost or damaged items. I agree to return all rental equipment in clean condition to the location where rented by the agreed upon date. This agreement contains a waiver of warranties expressed and/or implied.

X *[Signature]* BUYER'S SIGNATURE DATE: *6/1/06*

4 CUSTOMER SIGNATURE AT PICK-UP - TENNIS / BOWLING / SKATE / PAINTBALL / MISC. REPAIRS

X *[Signature]* BUYER'S SIGNATURE DATE: *6/1/06*

X *[Signature]* STORE CONTACT SIGNATURE DATE: *6/1/06*

BOWLING (RIGHT HAND)

#1 MIDDLE #2 RING

SPAN LETTERS

Fingert Spans with Inserts

Conventional or Fingert Spans

THUMB

REVERSE PITCH FINGERS

FORWARD PITCH THUMB

FORWARD PITCH FINGERS

REVERSE PITCH THUMB

BOWLING (LEFT HAND)

#1 RING #2 MIDDLE

SPAN LETTERS

Fingert Spans with Inserts

Conventional or Fingert Spans

THUMB

REVERSE PITCH FINGERS

FORWARD PITCH THUMB

FORWARD PITCH FINGERS

REVERSE PITCH THUMB

Engraving Specifications

▲ ALIGN AT TOP OF FORM ▲

5# RX 11/03 CASE #206

Remington Arms Co. Inc.
Attn: Arms Service Dept. / Repair
14 Hoefler Ave
Ilion, NY 13357
1-800-243-9700

could not duplicate concern
replace TPA, checkover, clean
to restore confidence. mt. w/c
#23015

S/A 7.68
0506 001 0725 3304
SHIPPING FEE 47.58
18239523

S
1008
4038
\$65.00
Credit Card Payment for Tennis
Demo Racquets

Comments Return to:
The Sports Authority
801 Sunland Park Dr. Unit 346
El Paso, TX 79912
(915) 584-6556

PS 06950
BARBER - Kinzer PPS GAL RE0005953

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

air Number: **RE00113557** Serial: 71146509 Model 710 Center Fire Caliber 30.06 SPRG Produced: 11/21/2003 Repairman: **Chuck Dekanek**
 y Repair Status: **Shipped 6/21/2006 4:00:03 PM**

Address Information

Customer: **SPORTS AUTHORITY 506** Received From: **SPORTS AUTHORITY 506** Return To: **SPORTS AUTHORITY 506**
 Address 1: **801 SUNLAND PARK DRIVE** Address 2: **801 SUNLAND PARK DRIVE**
 City: **EL PASO** PO Box: City: **EL PASO** PO Box:
 State: **TX** Zip Code: **79912** Country: **US** State: **TX** Zip Code: **79912** Country: **US**

FFL:

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

Contact Information

Phone: **915 584 6556**
 Fax:
 Email:
 Comments:

Received Condition

Fair
 Condition Notes:
 CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1
A027	Integrated Security Sy	1
A030	ISS Key	2

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

suprfl 1/23/2007 3:15 PM CAPS NUM INS SCRL

start Inbox - Microsoft O... Port Security M... Arms Services Rep... Services - O... Customer Service O... 3:15 PM

PS 06950 A

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

air Number: **RE00113557** Serial: 71146509 Model: 710 Center Fire Caliber: 30.06 SPRG Produced: 11/21/2003 Repairman: **Chuck Dekanek**
 Status: **Shipped 6/21/2006 4:00:03 PM**

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **SPORTS AUTHORITY 506** **SPORTS AUTHORITY 506**

Address 1: **801 SUNLAND PARK DRIVE** **801 SUNLAND PARK DRIVE**

Address 2: PO Box: PO Box:

City: **EL PASO** **EL PASO**

State: **TX** Zip Code: **79912** Country: **US** State: **TX** Zip Code: **79912** Country: **US**

FFL:

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

Problems Reported:

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	SLOPPY TRIGGER

Problems Found:

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes:

Could not duplicate concern. Replace trigger assembly, check over and clean to restore confidence at no charge.

Repairman's Comments:

CSR Comments:

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

supryfl... 1/23/2007 3:15 PM CAPS NUM HNS SCRL

start In Motion... Part Search... Arms Services Repair... Service Database... Customer Service... 3:15 PM

PS 06950 8

BARBER - Kinzer PPS GAL RE0005956

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

air Number: **RE00113557** Serial: 71146509 Model 710 Center Fire Caliber: 30 06 SPRG Produced: 11/21/2003 Repairman: **Chuck Dekanek** Status: **Shipped 6/21/2006 4:00:03 PM**

Address Information

Customer: **SPORTS AUTHORITY 506** Received From: **SPORTS AUTHORITY 506** Return To: **SPORTS AUTHORITY 506** Received From:

Address 1: **801 SUNLAND PARK DRIVE** Address 2: **801 SUNLAND PARK DRIVE**

City: **EL PASO** PO Box: **EL PASO** PO Box:

State: **TX** Zip Code: **79912** Country: **US** State: **TX** Zip Code: **79912** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
6/15/2006 9:59:1	New	valentids	Repair Added	Shipped
6/15/2006 10:13	Update	valentids	Repair information change	6/21/2006 4:00:03 PM
6/15/2006 10:14	Closed	valentids	Closed at Expedite	System
6/19/2006 8:53:4	Maint	pencerl	Repair Maintenance	Packing
6/19/2006 10:02	Expedite	pencerl	From: Product Services	Repair Location
6/19/2006 1:02:1	Estimate	dekanekcg	Estimate Update	ILN
6/19/2006 1:05:1	Repairing	System	Immediate SAP Allocation	Current Location
6/19/2006 2:28:4	Expedite	pencerl	From: Repair Bench	ILN
				Transfer Number

Shipping Hold ☐ Interface Hold ☐ Estimate Serv ☐ Parts Received ☒ Passed Inspection ☒ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Repair Search Refresh Close

1/3/2007 3:16 PM CAPS NUM INS SCRL

Ustart Microsoft O... Part Search by Rel... Arms Services Rep... Repair: 06/21/2006 Customer Service D... 3:16 PM

(PS 06950 D)

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

air Number: **RE00113557** Serial: 71146509 Model 710 Center Fire Caliber 30 06 SFRG Produced 11/21/2003 Repairman: **Chuck Dekanek**
 y Repair Status: **Shipped 6/21/2006 4:00:03 PM**

Address Information

Customer: ☐ Received From ☒ Return To ☐ Received From ☒

Name: **SPORTS AUTHORITY 506** **SPORTS AUTHORITY 506**
 Address 1: **801 SUNLAND PARK DRIVE** **801 SUNLAND PARK DRIVE**
 Address 2: PO Box: PO Box:
 City: **EL PASO** **EL PASO**
 State: **TX** Zip Code: **79912** Country: **US** State: **TX** Zip Code: **79912** Country: **US**
 FFL:

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

Shipping Method and Charges

☐ UPS Ground

Standard S/H Charge: **0**
 Additional S/H Charge: **0**
 Total S/H Charge: **0**

Shipment Tracking: **1Z114813460025417**

Repair Type: **Firearm**
 Payment Method: **Warranty** Order Nbr: **230145 Product Services**

Bill To Address:

Name: **SPORTS AUTHORITY 506**
 Address 1: **801 SUNLAND PARK DRIVE**
 Address 2: PO Box:
 City: **EL PASO**
 State: **TX** Zip Code: **79912** Country: **US**

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

1/3/2007 3:17 PM CAPS NUM TINS SCRL

Start Microsoft... Port Search by M... Arms Services Rep... Repair & Order... Customer Service... 3/7/2007

(PS 06950E)

Remington Arms Co., Inc.
Product Service
Legal Case #:255

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
114509	7/12/2006	7/13/2006	7/13/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Robert A.	Hunter	RT. 3 Box 2105	Wayne	WV	25570		H 304-272-9002

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on Safe Release	Cause:4038 Concern:1007	Could Not Duplicate Concern	Unknown
C				

Two rifles sent in by this customer both with similar concerns, we could not duplicate the concerns on either rifle.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/3006	27410	71057285	CW	4/16/2002 9:08:46 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		U

CUST.CONCERN:FBR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Install new TA						

Repair/Replacement Cost	Repair/Replacement Date
65.00	7/13/2006

PS 06951

Install new trigger assembly to restore customers faith in rifle.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/13/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006
	Date Code		CW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	

PS 06952

Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	

(PS 06953)

114507

Number:

71063356

RE00114509

Model: 710

71057285

Please Ship both
Rifles Back together

16. 304-272-5002

Rt 3 Box 2105
Wayne, MI 48065

Robert A. Huyter

STK-E	TR
HEAT NO.	7050
	47#
	56
	20/5
	✓

STK.-E
TR

HEAT NO.

[illegible]

PS 06954

This Rifle has Discharged
 accidentally 1 Time When The
 Bolt was Closed.
 (Both Rifles) could not duplicate correct
 check over, fit new PA, clinch
 at N/C #230148 CW 4/02
 CASE# 255

Ship Back To:

Robert A. Hunter
 Rt 3 Box 2105
 WAYNE, WV 25570

Home 304-272-9002

Return Guns
 TOGETHER
 (2)

(2-GUNS)
 I Bought THESE 2 Rifles
 At A WAL-MART STORE IN
 WAYE County WV IN 2004.
 LAST Fall When I WAS Shooting
 THEM IN FOR DEER SEASON
 I ACCIDENTLY DISCHARGE WHEN
 THE Bolt WAS CLOSED. LATER
 SHELL WAS IN Chamber Bolt
 WAS CLOSED AND When I took
 the SAFETY off IN DISCHARGED

P.S. I purchased THESE
 2 Rifles FOR my
 GRANDSON'S 16 yr old
 12 yr old.
 I HAVE OWNED A lot of
 REMINGTON guns AND THIS
 IS THE FIRST TIME I HAVE
 had A PROBLEM

Address + Phone BACK

PS 06955

BARBER - Kinzer PPS GAL RE0005964

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: RE00114509		Serial: 71057285 Model: 710 Center Fire Caliber: 30.06 Produced: 04/16/2002		Repairman: Bruce Travis		Status: Shipped 7/21/2006 4:00:02 PM			
Address Information									
Customer: <input checked="" type="radio"/> Received From Return To: <input type="radio"/> Received From									
Name: ROBERT A HUNTER									
Address 1: RT. 3									
Address 2: PO Box 12105									
City: WAYNE									
State: WV Zip Code: 25570 Country: US									
State: WV Zip Code: 25570 Country: US									
FFL <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Problems Reported		Repair Notes		Repairman's Comments					
Code Desc M992 FIRES WHEN BOLT IS CLOS		could not duplicate concern check over, clean, fit new trigger assm at no charge							
Problems Found				CSR Comments					
Code Desc M123 FORWARD TO PRODUCT SE									
Repair Search				Refresh		Close			

start | Inbox - Microsoft O... | Part Search by M... | Arms Services Repa... | Service Database... | Customer Service D... | 1/3/2007 | 3:23 PM | CAPS | NUM | INS | SDR

PS 06955 B

Arms 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: RE00114509

Serial: 71057285, Model 710, Center Fire, Caliber 30-06, Produced: 04/16/2002

Repairman: Bruce Travis

Status: Shipped 7/21/2006 4:00:02 PM

Address Information

Customer: ☐ Received From

Return To: ☐ Received From

Name: ROBERT A. HUNTER

Address 1: RT. 3

Address 2: PO Box 2105

City: WAYNE

State: WV Zip Code: 25570 Country: US

Address 1: RT. 3

Address 2: PO Box 2105

City: WAYNE

State: WV Zip Code: 25570 Country: US

FFL: ☐

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Part	Typ	Description	Need	Inv.	Kit	Avail	Recy	Wint	Price	Disc	Ext Amt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GP-TEST	1	1	0	0	0	Y			

Parts

.00

Labor

.00

Ship/Handling

.00

Est State Tax

.00

Total

.00

☒ Charge Taxes

Repair Search

Refresh

Close

supply

1/3/2007

3:23 PM

EAES

NUM

IN9

SCRL

start

Inbox - Microsoft O...

Part Search by Kit...

Arms Services Rep...

Service Database...

Customer Service D...

3:23 PM

PS 06955 c

supply
1/3/2007
3:23 PM
C&S
NUM
INS
SCALE

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: RE00114509 Repair: <input type="text"/>	Serial: 71057295 Model: 710 Center Fire Caliber 30-06 Produced: 04/16/2002 Repairman: Bruce Travis Status: Shipped 7/21/2006 4:00:02 PM
Address Information Customer: <input type="text"/> Received From: <input type="text"/> Return To: <input type="text"/> Received From: <input type="text"/>	
Name: ROBERT A. HUNTER Address 1: RT. 3 Address 2: <input type="text"/> PO Box: 2105 City: WAYNE State: WV Zip Code: 25570 Country: US	
FFL: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Contact / Condition Problems Estimate History / Status Shipping / Billing	Shipping Method and Charges 00 UPS Ground Standard S/H Charges: <input type="text"/> 0 Additional S/H Charges: <input type="text"/> 0 Total S/H Charges: <input type="text"/> 0 Shipment Tracking: 121149134800265236
Repair Type: Firearm Payment Method: Warranty Order Nbr: 230145 Product Services: <input type="text"/>	
Bill To Address Name: ROBERT A. HUNTER Address 1: RT. 3 Address 2: <input type="text"/> PO Box: 2105 City: WAYNE State: WV Zip Code: 25570 Country: US	
Repair Search <input type="button" value="Refresh"/> <input type="button" value="Close"/>	
supyfl 1/3/2007 3:23 PM CAPS NUM INS SCRL star Inbox - Microsoft Outlook Part Search by Mkt... Arms Services Rep... Peersite: October... Customer Service...	

PS 06955 E

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.
Product Service
Legal Case #:256

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
114507	7/12/2006	7/13/2006	7/13/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Robert A.	Hunter	RT. 3 Box 2105	Wayne	WV	25570		H 304-272-9002

Incident Information

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

No fault was found during examination.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/3006	27410	71063356	KW	5/28/2002 1:18:17 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR		U

CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Install new						
TA						

Repair/Replacement Cost	Repair/Replacement Date
65.00	7/13/2006

Could not duplicate concern. Install new trigger assembly to restore customers faith in rifle.

PS 06956

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		7/13/2006
	Product Type		RF
	Action Type		A
	Assigned To		F. SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006
	Date Code		KW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Test Fired	False	

PS 06957

Tests	Feeding Test	False	
	Condition	Like new; Functioning	
Trigger	Pull	---Select---	4#
	Altered	False	

(PS 06958)

71057285

Model: Z10



RE00114509

71063356

Model: 710 114507



20/5/21

HEAT NO.	TR
----------	----

TR

[illegible]

Robert A. Hunter

R+3 Box 2105

W A Y N E , W V

25570

304-272-9002

PLEASE Ship both
flies BACK together

This Rifle has Discharged
Accidentally 1 Time When The
Bolt WAS Closed
(Both Rifles)
could not duplicate connection
clock over, fit new pin, clean
at NLC #230148
CW 4/00
255

Ship Back To!

Robert A. Hunter
Rt 3 Box 2105
WAYNE, WV 25570

Phone 304-272-9002

Return Guns
TOGETHER
(2)

(2-Guns)
I Bought These 2 Rifles
At A WAL-MART STORE IN
WAYE COUNTY WV IN 2004.
LAST FALL When I WAS Shooting
Them IN FOR DEER SEASON
I ACCIDENTLY DISCHARGE WHEN
THE Bolt WAS CLOSED. LATER
SHELL WAS IN Chamber Bolt
WAS CLOSED AND When I took
THE SAFTEY off IN DISCHARGE.

P.S. I purchased These
2 Rifles FOR my
GRANDSON'S, 16 yr old
1 12 yr old.
I HAVE OWNED A lot of
REMINGTON guns AND This
IS THE FIRST TIME I HAVE
HAD A PROBLEM

Address + Phone ON BACK

BARBER - Kinzer PPS GAL RE0005974

BARBER - Kinzer PPS GAL RE0005975

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Order Number:RE00114507

Serial: 71063355; Model: 710; Center Fire; Caliber: 30-06; Produced: 05/28/2002

Repairman:Bruce Travis

Status:Shipped: 7/21/2006 4:00:02 PM

Address Information

Customer:
Name:ROBERT A HUNTER

Received From

Return To

Received From

Address 1:RT. 3

Address 2:

PO Box:2105

City:WAYNE

State:WVZip Code:25570Country:US

Address 1:RT. 3

Address 2:

PO Box:2105

City:WAYNE

State:WVZip Code:25570Country:US

FFL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Part	Qty	Type	Description	Need	Inv	Kit	Avail	Recv	Writ	Price	Disc	Ext Amt
E300401	1	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	12	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	1	S	GR-TEST	1	1	0	0	0	Y			

Parts:00

Labor:00

Ship/Handling:00

Est. State Tax:00

Total:00

☒ Charge Taxes

Repair Search

RefreshClose

suprply1/3/20073:25 PMCAPSNUMINSISRL

start

Inbox - Microsoft...

Part Search by Mfg...

Arms Services Rep...

Peersite - Database...

Customer Service...

3/3/2007 3:25 PM

PS 06960C

BARBER - Kinzer PPS GAL RE0005977

BARBER - Kinzer PPS GAL RE0005978

Remington Arms Co., Inc.
Product Service
Legal Case #:4

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
110468	4/3/2006	4/3/2006	4/3/2006	1/1/1900			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Julian	Zamarripa	8113 Plateau Drive	Ft. Worth	TX	76120		W 817-994-1761 F 817-920-9735

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4039 No Fault Found Concern:1028 Fired With Safe ON		Unknown	

Could not duplicate concern.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/3006	27410	71065536	PW	6/12/2002 4:52:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
1/1/1900	ACADEMY CORP	less scope and mounts	U			

cust.concern: FSR twice

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Rembursement	Cash Settlement	Reim. Date APV	Cash Date APV
Install new TPA	N	1/1/1900	Remington/710/CF/BA		1/1/1900	1/1/1900

PS 06961

BARBER - Kinzer PPS GAL RE0005979

BARBER - Kinzer PPS GAL RE0005979

Replace TPA, clean action, check over completely

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.Travis
	Exam Date		4/3/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.Supry
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 cal
	Date Code		PW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	Like new; Functioning	
	Condition	---Select---	

PS 06962

BARBER - Kinzer PPS GAL RE0005980

BARBER - Kinzer PPS GAL RE0005980

Magazine	Box Condition	Slightly Worn; Functioning	PS 06963	
Overall	Exterior Condition	Slightly Worn; Functioning		
	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description	standard M/710 safety		
	Function	Like new; Functioning		
Sear	Lift	---Select---		
	Notch	Like new; Functioning		
Tests	Test Fired	False		
	Feeding Test	False		
Trigger	Condition	Like new; Functioning		
	Pull	---Select---		4.5#
	Altered	False		

BARBER - Kinzer PPS GAL RE0005981

BARBER - Kinzer PPS GAL RE0005981

710

PW 6104

MAURO SERRANO
3703 COVE TIMBER AVE
GRANBURY TX 76049

Remington

Factory Repair Instructions

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

Model Number: 710	Serial Number: 71065536
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO BUT IT WAS GIVEN TO ME AS A GIFT BY MAURO SERRANO AS A NEW RIFLE	
Name: JULIAN ZAMARRIPA	Date of Purchase: Dec. 02
Address (no PO Boxes): 8113 PLATEAU DR	

City: FT. WORTH	State: TX	Zip: 76120
Phone (Daytime): 817-994-1761	Fax: 817-920-1735	
E-mail Address: julian.zamarripa@gmail.com		
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.		

Please describe your problem: **THIS RIFLE IS BEING RETURNED UNDER THE MODEL 710 PRODUCT SAFETY WARNING AND RECALL NOTICE. RIFLE HAS FIRED TWICE WITH SAFETY ON! THIS IS A VERY DANGEROUS WEAPON AND COULD HAVE KILLED SOMEONE. PLEASE REPLACE RIFLE OR FIX SAFETY PROBLEM. ALSO CHECK THE BOLT RELEASE LEVER - IT APPEARS TO BE LOOSE.**

Ammunition Information:	
Manufacturer: Remington	Type: 30-06 SPRINGFIELD
Other (i.e. bullet weight/type, shot size, powder): 150 GR. CORE-LOKT PSP R30062	

Handload Information:	
Grain Weight:	
Primer Used:	
Size:	Reloader Used:

Model: 710	Serial Number: 71065536
Cleaning and Lubrication):	
Solution used: Dusters	
Clean the bore? (Months or Number of rounds) after each use 3-4x a year	
Clean the action? (Months or Number of rounds) "	
Clean the trigger assembly? (Months or Number of rounds) "	

Ant used: **Dusters**

could not duplicate concern
replace TPA, check over, clean
AT N/C

#230145

PS 06964

RE000110408



Model: 710

Serial Number: 71065536

Brand of lubricant used: -
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>None so far, 1st time</i>
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p>Ⓢ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>

PS 06966

MODEL 710 W/SCOPE
BOLT ACTION CENTERFIRE RIFLE
22" BARREL .30-06 CAL W/4 SHOT MAG BOX

ASK FOR THE PACKING CARTON
-OWNER'S MANUAL & WARRANTY CARD

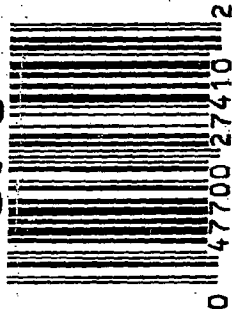
02 FORM

owner registration sticker

proof of purchase



UPC



ORDER NO. **27410**

BARREL LENGTH **22"**

CAPACITY **4**

71065536

Remington®

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AND TRADEMARK OFFICE BY REMINGTON ARMS COMPANY, INC.

PRINTED IN U.S.A.

FORM RD 7055 ORIG. 301

Remington®

REMINGTON ARMS COMPANY, INC.

870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
1-336-548-8700

KEEP COPIES
OF EVERYTHING
YOU SEND.

Dear Remington Customer,

This is in response to your recent communication concerning your Remington firearm. Based on the information you have provided, we suggest that you send your firearm to us for further evaluation.

Please follow these guidelines:

- Complete the attached form
- Include your full physical address and telephone number (P.O. Box is not acceptable)
- Include proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.)
- Properly package your unloaded firearm. Do not ship in your hard case. If you need a box, please call our Parts Department: 800-243-9700, Monday-Friday, 9a.m.-5p.m., EST.
- Do not send live/loaded ammunition with your firearm.
- Mail via UPS to: Remington Arm Service
Attn: Consumer Repairs
14 Hoefler Avenue
Ilion, NY 13357

INSIDE \$ OUT

INSURE FOR
\$ 200 or replacement
cost

Your firearm will be evaluated using the following criteria to determine if your repair will be covered under warranty:

- Date of purchase
- Type of repair
- Condition/Owner maintenance of firearm

Charge repairs will be processed using the following guidelines:

- Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. charges, please include your credit card number and expiration date with your gun)
- For repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, Mastercard, or Visa).

THERE SHOULD BE
NO CHARGE

We sincerely appreciate your support of the Remington Arms Co., Inc. If we can be of service to you, please call: 800-243-9700, Monday-Friday, 9a.m.-5p.m., EST.

Best regards from Remington Arms Company, Inc.

VISIT US AT WWW.REMINGTON.COM

PS 06967

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

air Number: **RE00110468** Serial: 71065536 Model 710 Center Fire Caliber 3006 Produced: 05/12/2002 Repairman: **Bruce Travis**
 y Repair: Status: **Shipped 4/6/2006 4:00:02 PM**

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **JULIAN ZAMARRIPA** **JULIAN ZAMARRIPA**

Address 1: **8113 PLATEAU DRIVE** **8113 PLATEAU DRIVE**

Address 2: **PO Box** **PO Box**

City: **FT WORTH** **FT WORTH**

State: **TX** Zip Code: **76120** Country: **US** State: **TX** Zip Code: **76120** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Contact Information

Phone: **817-994-1761**

Fax: **817-920-9735**

Email: **JULIAN.ZAMARRIPA@GMAIL.COM**

Comments:

Received Condition

Condition: **Fair**

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2

Repair Search Refresh Close

supryl 1/3/2007 3:11 PM GAPS NUM INS SCRL

Start Inbox - Microsoft Outlook Search - Outlook Main Services Repair Service Database Customer Service Database 8:11 PM

(PS 06967A)

BARBER - Kinzer PPS GAL RE0005987

BARBER - Kinzer PPS GAL RE0005988

PS 06967 D

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: RE00110468		Serial: 71055536 Model 710 Center Fire Caliber 3006 Produced: 06/12/2002		Repairman: Bruce Travis		Status: Shipped 4/6/2006 4:00:02 PM			
Address Information									
Customer		<input checked="" type="radio"/> Received From		Return To		<input type="radio"/> Received From			
Name: JULIAN ZAMARRIPA									
Address 1: 8113 PATEAU DRIVE									
Address 2: PO Box									
City: FT WORTH									
State: TX Zip Code: 76120 Country: US		State: TX Zip Code: 76120 Country: US							
FFL									
Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Shipping Method and Charges		Repair Type: Firearm		Payment Method: Warranty		Order Nbr: 230145 Product Services			
00 UPS Ground									
Standard S/H Charges: 0									
Additional S/H Charges: 0									
Total S/H Charges: 0									
Shipment Tracking: 1Z1148134800227474									
Bill To Address									
Name: JULIAN ZAMARRIPA									
Address 1: 8113 PATEAU DRIVE									
Address 2: PO Box									
City: FT WORTH									
State: TX Zip Code: 76120 Country: US									
Repair Search		Refresh		Close					

start

supply

1/73/2007

3:11 PM

CAFS

NUM

FIN

SCRI

Intex - Microsoft O...

Pat Search by Al...

Arms Services Repa...

Service Database...

Customer Service D...

8/2/2007

PS 06967 E

Remington Arms Co., Inc.
Product Service
Legal Case #:126

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
111995	5/12/2006	5/12/2006	5/12/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Ronald	Miller	1307 Wayland	Judsonia	AR	72081		H 501-729-3268 E ronald200@centurytel.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			Unknown
S	discharged with safety on Concern:1005 Unexplained Discharge Safe ON			
C				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/270 WIN	27408	71075511	WW	8/26/2002 1:03:51 AM

Date Purchased	Where Purchased	Accessories	Original Owner
12/1/2004	WAL-MART DC 6003R-REGULAR	SCOPE, BASE, AND RINGS	Y

CUST.CONCERN:FIRED WITH SAFETY IN ON POSITION

PS 06968

BARBER - Kinzer PPS GAL RE0005991

BARBER - Kinzer PPS GAL RE0005991

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA, check over completely, clean at n/c.	Repair/Replacement Cost 65.00	Repair/Replacement Date 5/12/2006				

goodwill gesture. charge 230145.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/12/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 270 WIN
	Date Code		WW

PS 06969

BARBER - Kinzer PPS GAL RE0005992

BARBER - Kinzer PPS GAL RE0005992

Barrel	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
	Muzzle/Crown Condition	Slightly Worn; Functioning
Bolt	Firing Pin	Slightly Worn; Functioning
	Shroud	Slightly Worn; Functioning
	Face	Slightly Worn; Functioning
	Handle	Slightly Worn; Functioning
	Stop	Slightly Worn; Functioning
Extractor	Condition	Slightly Worn; Functioning
	Cut Condition	Slightly Worn; Functioning
	Ext/Eject Test	False
Locking	Block Condition	---Select---
	Lug Condition	Like new; Functioning
	Notch Condition	---Select---
Magazine	Condition	Slightly Worn; Functioning
	Box Condition	---Select---
Overall	Exterior Condition	Slightly Worn; Functioning
	Stock Condition	Slightly Worn; Functioning
	Fore End Condition	---Select---
Receiver	Condition	Slightly Worn; Functioning
	Bulged	False
Safety	Description	STANDARD M/710 SAFETY

PS 06970

BARBER - Kinzer PPS GAL RE0005993

BARBER - Kinzer PPS GAL RE0005993

	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

[PS 06971

BARBER - Kinzer PPS GAL RE0005994

BARBER - Kinzer PPS GAL RE0005994

CASE #126

ww 8/02

5#

S
1005
4038

Remington

Factory Repair Instructions

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

Model Number: <u>M710</u>	Serial Number: <u>71075511</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Ronald Miller</u>	Date of Purchase: <u>Christmas Present 2004</u>
Address (no PO Boxes): <u>1307 Wayland</u>	
City: <u>Judsonia</u>	State: <u>Ar</u> Zip: <u>72081</u>
Phone (Daytime): <u>501-729-3268</u>	Fax:
E-mail Address: <u>RONALD200@centurytel.net</u>	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem:	
<u>recall on safety</u>	
<u>Also when chambering a shell it shave lead off of the</u>	
<u>tip of shell/bullet when I used shells with more lead</u>	
<u>on the tip it shaves alot off.</u>	
<u>The rifle did discharge with me last deer season,</u>	
<u>with the safety on.</u>	
Ammunition Information:	
Manufacturer: <u>Rem 130 grain Win</u>	Type: <u>270</u>
Other (i.e. bullet weight/type, shot size, powder): <u>30 grain</u>	

ormation:

<u>11445</u>	Powder Weight:
	Primer Used:
	Reloader Used:
e (Cleaning and Lubrication):	
ing solution used:	<u>Hoppe's</u>
ou clean the bore? (Months or Number of rounds)	<u>2 times year</u>
ou clean the action? (Months or Number of rounds)	<u>2 times year</u>
ou clean the trigger assembly? (Months or Number of rounds)	<u>2 times year</u>
ant used:	<u>Rem oil</u>

could not duplicate concern.
replace TPA, check over, clean
AT N/C Good-Will Gesture.

PS 06972

71075511

Model: 710



RE00111995

How often do you lubricate the bore? (Months or Number of rounds)	<i>2 Year</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>2 times year</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>2 times year</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Comments: <i>I only shoot it 5 to 8 times a year</i>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>never</i>	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>	

(PS 06973)

BARBER - Kinzer PPS GAL RE0005997

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: **RE00111995** Serial: 71075511 Model: 710 Center Fire Caliber: 270 W/N Produced: 08/26/2002 Repairman: **Robert Fink**
 Status: **Shipped 5/23/2006 4:00:02 PM**

Address Information

Customer: **RONALD MILLER** Received From: **RONALD MILLER** Return To: **RONALD MILLER** Received From:

Address 1: **1307 WAYLAND** Address 2: **1307 WAYLAND** PO Box: **PO Box**
 City: **JUDSONIA** City: **JUDSONIA** PO Box: **PO Box**
 State: **AR** Zip Code: **72081** Country: **US** State: **AR** Zip Code: **72081** Country: **US**

FFL: **FFL**

Problems

Problems Reported:

Code	Desc
M109	DAMAGES CASES, BULLETS
M123	FORWARD TO PRODUCT SE
M246	SAFETY DETENT SPRING IN

Problems Found:

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern. Replace trigger assembly, check over and clean at no charge. Goodwill gesture.

Repairman's Comments

CSR Comments

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

supyfl 1/3/2007 3:13 PM CAPS NUM JNS SCRI

Start Inbox - Microsoft Outlook Per Search by Name Arms Services Repair Repairman's Comments Customer Service Database 3:04 PM

(PS 06973 B)

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																																																																													
Serial Number		RE00111995							Serial: 71075511 Model: 710 Center Fire Caliber:			Repairman:		Robert Frink																																																															
y Repair									270 WIN Produced: 08/26/2002			Status:		Shipped 5/23/2005 4:00:02 PM																																																															
Address Information																																																																													
Customer Received From Return To Received From																																																																													
Name: RONALD MILLER																																																																													
Address 1: 1307 WAYLAND																																																																													
Address 2: PO Box:																																																																													
City: JUDSONIA																																																																													
State: AR Zip Code: 72081 Country: US																																																																													
FFL:																																																																													
Contact / Condition Problems Estimate History / Status Shipping / Billing																																																																													
<table border="1"><thead><tr><th>Part</th><th>Type</th><th>Description</th><th>Need</th><th>Inv</th><th>Kit</th><th>Aval</th><th>Recv</th><th>Wint</th><th>PriCe</th><th>Disc</th><th>EstAmt</th></tr></thead><tbody><tr><td>F300401</td><td>P</td><td>710 RECEIVER INSERT A</td><td>1</td><td>1</td><td>0</td><td>1</td><td>1</td><td>Y</td><td></td><td></td><td></td></tr><tr><td>4000104</td><td>S</td><td>ARMS SERV SHIPPING &</td><td>12</td><td>12</td><td>0</td><td>0</td><td>0</td><td>Y</td><td></td><td></td><td></td></tr><tr><td>4000118</td><td>S</td><td>GR-CLEAN</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>Y</td><td></td><td></td><td></td></tr><tr><td>4000119</td><td>S</td><td>GR-TEST</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>Y</td><td></td><td></td><td></td></tr></tbody></table>																		Part	Type	Description	Need	Inv	Kit	Aval	Recv	Wint	PriCe	Disc	EstAmt	F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y				4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y				4000118	S	GR-CLEAN	1	1	0	0	0	Y				4000119	S	GR-TEST	1	1	0	0	0	Y			
Part	Type	Description	Need	Inv	Kit	Aval	Recv	Wint	PriCe	Disc	EstAmt																																																																		
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y																																																																					
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y																																																																					
4000118	S	GR-CLEAN	1	1	0	0	0	Y																																																																					
4000119	S	GR-TEST	1	1	0	0	0	Y																																																																					
												Parts: 00 Labor: 00 Ship/Handling: 00 Est State Tax: 00 Total: 00 <input checked="" type="checkbox"/> Charge Taxes																																																																	
Repair Search Refresh Close																																																																													
suppyl 1/73/2007 3:13 PM CAPS NUM INS SCORE																																																																													
Start Inbox - Microsoft O... Part Search by M... Arms Services Rep... Service + Data Base... Customer Service D... 3:13 PM																																																																													

(PS 06973 C)

Arms Repair & Estimate System									
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help									
Repair Inquiry									
air Number: RE00111995		Serial: 71075511 Model: 710 Center Fire Caliber: 270 WIN Produced: 08/26/2002		Repairman: Robert Frink		Status: Shipped 5/23/2006 4:00:02 PM			
Address Information									
Customer: Received From Return To: Received From									
Name: RONALD MILLER									
Address 1: 1307 WAYLAND									
Address 2:									
City: JUDSONIA PO Box:									
State: AR Zip Code: 72081 Country: US State: AR Zip Code: 72081 Country: US									
FFL:									
Contact / Condition Problems Estimate History / Status Shipping / Billing									
Date Code User ID Desc									
5/9/2006 10:34:0 New championj Repair Added									
5/12/2006 10:44 Update valentds Repair information change									
5/12/2006 10:47 Update valentds Repair information change									
5/12/2006 10:48 Closed valentds Closed at Expedite									
5/15/2006 9:46:2 Comment chiltoniw Consumer Contact for Repair Sta									
5/15/2006 10:48 Maint pencil Repair Maintenance									
5/15/2006 10:48 Expedite pencil From Product Services									
5/15/2006 11:41 Estimate frinkre Estimate Update									
Shipping Hold Interface Hold Estimate Sent Parts Received Passed Inspection Return As Received Has been Approved Internal Repair									
Current Status Shipped 5/23/2006 4:00:02 PM System Packing Repair Location ILN Current Location ILN Transfer Number									
Repair Search Refresh Close									

supryll	1/73/2007	3:13 PM	CAPS	NUM	INS	SCPL
Inbox - Microsoft On... Repair and M... Arms Service Rep... Service: Dec 1... Customer Service O...						

PS 06973 D

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

Order Number: **RE00111995** Serial: 71075511 Model: 710 Center Fire Caliber: 270 WIN Produced: 08/26/2002 Repairman: **Robert Frink**
v/Repair Status: **Shipped 5/23/2006 4:00:02 PM**

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **RONALD MILLER** **RONALD MILLER**

Address 1: **1307 WAYLAND** **1307 WAYLAND**

Address 2: PO Box: PO Box:

City: **JUDSONIA** **JUDSONIA**

State: **AR** Zip Code: **72081** Country: **US** State: **AR** Zip Code: **72081** Country: **US**

FEL:

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

Shipping Method and Charges

☐ UPS Ground

Standard S/H Charges: **0**

Additional S/H Charges: **0**

Total S/H Charges: **0**

Shipment Tracking: **1Z114813A800245525**

Repar Type: **Firearm**

Payment Method: **Warranty**

Order Nbr: **230145 Product Services**

Bill To Address:

Name: **RONALD MILLER**

Address 1: **1307 WAYLAND**

Address 2: PO Box:

City: **JUDSONIA**

State: **AR** Zip Code: **72081** Country: **US**

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

supryll 1/3/2007 3:14 PM EARS NUM NRS SCRL

start Inbox - Microsoft Outlook Port Search by Keyword Arms Services Repair Pearson Customer Service 3:14 PM

PS 06973 E

PS 06974

File Number:	21876	Arms Service number:	104494
Last Name:	DELPEDANG	First Name:	CHASE
Street:	677 WEST PLACITA VEGA VISTA		
State:	AZ	City:	TUCSON
Zip:	85737	Home Ph:	520-909-3085
Work Ph:		Product Type:	F A T O
Type Concern:	S	Concern Code:	1007
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	NEW TA N/C		
Date Opened Rem:	12/6/2005	Date Opened by P/S:	12/6/2005
Date of Incident:		Date Closed:	12/6/2005
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71172273
RAMAC:	710	Litigation:	
Custody:		PreLitigation:	
Time of Modification:	9:13:28 AM	Date Mfgd:	6/10/2004
Date of Modification:	12/13/2005	Obsolete:	
Comments:	As received the trigger will not return properly. Clean action and install new TA at h/c. under warranty. Repair and Shipping Document 2/20/06		
Settlement Amount:	\$0.00		
Caliber:	270		
Manufacturer:	REM		

Kemington.**TRACKING DOCUMENT**

Repair Order Number



Repair Order Number RE00104494	Description/Serial Number 71172273	Repairman - Chuck Dekanek Date Received - 12/6/2005
Account # - R-	Model 710 Center Fire Caliber: 270 WITH SCOPE	Estimate Date - Current Date - 12/9/2005
Customer CHASE DELPERDANG 677 W PLACITA VEGA VISTA TUCSON, AZ 85737 US	Return To CHASE DELPERDANG 677 W PLACITA VEGA VISTA TUCSON, AZ 85737 US	
Phone (H) (520)-797-7972 Phone (W) (520)-909-3085 X***	Fax Email	

Reported	Problems
M123 FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 FORWARD TO PRODUCT SERVICE F
M992 WHEN MOVING SAFETY GUN FIRES	

Material #	Material Desc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Part					
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	1	0	Y
F300480	710 SCREW, SUPPORT	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	

Problem Notes	Trigger pull is very light. Trigger will not return properly. Replace trigger assembly at no charge under warranty.				
Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS 06975

Remington.

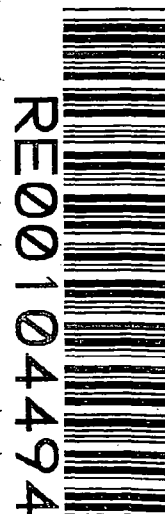
Factory Repair Instructions

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

Model Number: <u>710</u>		Serial Number: <u>71172273</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Chase Delperdang</u>		Date of Purchase: <u>11-7-05</u>	
Address (no PO Boxes): <u>677 W. Placita Vega Vista</u>			
City: <u>Tucson</u>		State: <u>AZ</u>	Zip: <u>85737</u>
Phone (Daytime): <u>520-909-3085</u>		Fax:	
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
<u>wont fire after first round. when you</u>			
<u>put the safety from safe to fire the</u>			
<u>gun goes off without pulling the trigger.</u>			
Ammunition Information: <u>Fusion -270 win - 130 Grain</u>			
Manufacturer: <u>Federal</u>		Type: <u>Fusion</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130 Grain</u>			
Handload Information: <u>N/A</u>			
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: <u>Remington</u>			
How often do you clean the bore? (Months or Number of rounds) <u>1 time</u>			
How often do you clean the action? (Months or Number of rounds) <u>none</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>none</u>			
Brand of lubricant used: <u>Remington</u>			

TRIG. pull is very light. TRIG. will not
return properly. Replace TRIG. ASSM.

AT N/C WARRANTY



Model: 710

Serial Number:

71172273

(PS 06976)

How often do you lubricate the bore? (Months or Number of rounds)	1 time
How often do you lubricate the action? (Months or Number of rounds)	1 time
How often do you lubricate the trigger assembly? (Months or Number of rounds)	none
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Comments: only got 1 shot out of the gun.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
n/a	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p align="center">REMINGTON ARMS CO., INC</p> <p align="center">ATTN: Arms Service Division</p> <p align="center">14 Hoefler Ave</p> <p align="center">Ilion, NY 13357</p>	
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>	

(PS 06977)

OSHMAN'S
SUPER SPORTS USA

Sports Authority # 796
4225 N Oracle Road
Tucson, AZ 85705
602.292.6955

REM 710-270W/S 6042512 p299.99 A
REGULAR PRICE 349.99
Serial Number: 71172273

SUBTOTAL \$299.99
A = 7.600% Sales Tax \$22.80
TOTAL \$322.79
DEBIT VISA \$322.79
AUTH# 431321
11-07-2005 18:26:54
REFERENCE # 43132

**SPORTS
AUTHORITY**



TOTAL SAVINGS

~~\$50.00~~

11-07-2005 18:26:27 0796 001 0106 3104

Returns & exchanges must be made with
original receipt within 90 days of
purchase. Refunds will be processed
in the manner of original purchase.
You will be asked for a valid photo ID.

PS 06978

Date: 12/7/05By: Bruce TravisFIREARM INSPECTION WORKSHEETBACKGROUNDCustomer name: Chase DelpendanoR.E. Number: 104494Reason for inspection: FSRFIREARMManufacturer: Rm. Model: 710Serial Number: 71172273 Date of Manufacture: 6/04Overall external condition: GoodBarrel condition: OKAYReceiver condition: OKAYStock condition: OKAYBolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: -Adjustments/alterations: -Other: very lite trig pull - trig won't returnHeadspace: -

Function evaluation:

(PS 06979)

BARBER - Kinzer PPS GAL RE0006009

Arms Service Repair & Estimate System									
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help									
Repair Inquiry									
Alt Number: RE00104494		Serial: 71172273 Model: 710 Center Fire Caliber 270 WITH SCOPE Produced: 06/10/2004		Repairman: Chuck Dekanek		Status: Shipped 12/9/2005 4:00:01 PM			
Address Information									
Customer: CHASE DELPERDANG		Received From: CHASE DELPERDANG		Return To: CHASE DELPERDANG		Received From:			
Address 1: 677 W PLACITA VEGA VISTA		Address 2:		PO Box:		677 W PLACITA VEGA VISTA		PO Box:	
City: TUCSON		City: TUCSON		State: AZ		Zip Code: 85737		Country: US	
State: AZ		Zip Code: 85737		Country: US		State: AZ		Zip Code: 85737	
Country: US		Country: US		Country: US		Country: US		Country: US	
FFL									
Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Problems Reported		Repair Notes		Repairman's Comments					
Code	Desc	Trigger pull is very light. Trigger will not return properly. Replace trigger assembly at no charge under warranty.							
M123	FORWARD TO PRODUCT SE								
M392	WHEN MOVING SAFETY GUI								
Problems Found		CSR Comments							
Code	Desc								
M123	FORWARD TO PRODUCT SE								
Repair Search		Refresh		Close					
<div> <div>supryl</div> <div>1/3/2007</div> <div>3:05 PM</div> <div>CAPS</div> <div>NUM</div> <div>INS</div> <div>SCRL</div> </div> <div> <div>start</div> <div>Inbox - Microsoft Out...</div> <div>Search - Microsoft...</div> <div>Arms Service Repair...</div> <div>3:05 PM</div> </div>									

PS 06980 B

Arms Service Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

air Number:RE00104494Serial: 71172273 Model 710 Center Fire Caliber 270 WITH SCOPE Produced: 06/10/2004

Repairman:Chuck DekanekStatus:Shipped:12/9/2005 4:00:01 PM

Address Information

Customer:

Received From

Return To:

Received From

Name:CHASE DELPERDANG

Address 1:677 W PLACITA VEGA VISTA

Address 2:

PO Box:

City:TUCSON

State:AZ

Zip Code:85737

Country:US

City:TUCSON

State:AZ

Zip Code:85737

Country:US

FFL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Part	Type	Description	Need	Inv	Kit	Avail	Recv	Wint	Price	Disc	Ext Amt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
F300480	P	710 SCREW, SUPPORT	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:00

Labor:00

Ship/Handling:00

Est State Tax:00

Total:00

☒ Charge Taxes

Repair Search

Refresh

Close

suppl1/3/20073:05 PMCAPSNUMINS

startInbox - Microsoft OutlookArms Service Repair

3:05 PM

PS 06980 C

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

air Number: **RE00104494** Serial: 71172273 Model: 710 Center Fire Caliber: 270 WITH SCOPE Produced: 06/10/2004 Repairman: **Chuck Dekanek**
 y Repair Status: **Shipped 12/9/2005 4:00:01 PM**

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **CHASE DELPERDANG** **CHASE DELPERDANG**

Address 1: **677 W PLACITA VEGA VISTA** **677 W PLACITA VEGA VISTA**

Address 2: **TUCSON** PO Box: **TUCSON** PO Box:

City: **TUCSON** State: **AZ** Zip Code: **85737** Country: **US** State: **AZ** Zip Code: **85737** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
12/3/2005 10:09	New	championd	Repair Added	Shipped
12/6/2005 11:49	Update	schultscm	Repair information change	12/9/2005 4:00:01 PM
12/6/2005 11:51	Expedite	schultscm	From: Check In	System
12/6/2005 2:47:0	Comment	lmwatson	Consumer Contact for Repair Stat	Packing
12/7/2005 8:51:4	Expedite	pencarl	From: Product Services	Repair Location
12/7/2005 11:11	Estimate	dekanekcg	Estimate Update	ILN
12/7/2005 11:15	Repairing	System	Immediate SAP Allocation	Current Location
12/7/2005 11:42	Estimate	dekanekcg	Estimate Update	ILN
				Transfer Number

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☒ Parts Received
☒ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

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

supvfl: 1/3/2007 3:05 PM BAPS NUM INS SCRL

start **Inbox - Microsoft...** **Per Search by histor...** **Arms Services Repair...** **01/03/2007**

(PS 06980 D)

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

air Number: **RE00104494** Serial: 71172273 Model: 710 Center Fire Caliber 270 WITH SCOPE Produced: 06/10/2004 Repairman: **Chuck Dekanek**
Status: **Shipped 12/3/2005 4:00:01 PM**

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **CHASE DELPERDANG** **CHASE DELPERDANG**
Address 1: **677 W PLACITA VEGA VISTA** **677 W PLACITA VEGA VISTA**
Address 2: PO Box:
City: **TUCSON** **TUCSON**
State: **AZ** Zip Code: **85737** Country: **US** State: **AZ** Zip Code: **85737** Country: **US**

FFL:

Shipping Method and Charges

Standard S/H Charges: **0**
Additional S/H Charges: **00**
Total S/H Charges: **0**

Shipment Tracking: **1Z1148134800157102**

Repair Type: **Firearm**
Payment Method: **Warranty** Order Nbr: **160040 Standard Warranty**

Bill To Address

Name: **CHASE DELPERDANG**
Address 1: **677 W PLACITA VEGA VISTA**
Address 2: PO Box:
City: **TUCSON**
State: **AZ** Zip Code: **85737** Country: **US**

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

1/3/2007 3:05 PM DAPS NUM INS SERL

Start Inbox - Microsoft Outlook Date: 1/3/2007 3:05 PM Arms Services Repair on 3:05 PM

(PS 06980 E)

PS 06981

File Number:	21897	Arms Service number:	104697
Last Name:	GANDER MOUNTAIN	First Name:	MARK
Street:	14275 EDGEWOOD DRIVE	City:	BAXTER
State:	MN	Zip:	56425
Home Ph:	218-828-1736	Home Ph:	
Work Ph:		Product Type:	F A T O
Type Concern:	S	PI PD P S	
Concern:	F I R E D O N B O L T C L O S I N G	Concern Code:	1008
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	NEW TA REFINISH METAL	Settlement Amount:	\$0.00
Date Opened Rem:	12/12/2005	Date Opened by P/S:	12/12/2005
Date of Incident:		Date Closed:	12/12/2005
Date to Analysis:		Bullet Weight:	7 MM MAG
Model:	710	Date from Analysis:	
RAMAC:	710	Manufacturer:	REM
Custody:		Date Mfgd:	12/7/2004
Time of Modification:	11:58:51 AM	Obsolete:	
Date of Modification:	12/13/2005	Litigation:	
Comments:	Could not duplicate concern - metal is rusting. Check over completely - refinish metal parts - install new TA at n/c - under warranty. Repair and Shipping Document 2/20/06		

Remington

TRACKING DOCUMENT

Repair Order Number



Repair Order Number RE00104697	Description/Serial Number 71175438	Repairman - Charles Swanson Date Received - 12/12/2005
Account # - R-	Model 710 Center Fire Caliber: 7 MM REM MAG	Estimate Date - Current Date - 12/13/2005
Customer GANDER MOUNTAIN ATTN CINDY KILBRIDE 180 E 5TH ST SUITE 1300 SAINT PAUL, MN 55101 US		Return To GANDER MOUNTAIN 14275 EDGEWOOD DRIVE GUN PARTS DEPT BAXTER, MN 56425 US
Phone (H) (218)-828-1736	Fax	
Phone (W)	Email	

Reported		Problems	Found	
M122	RUSTED COMPONENT	M122	RUSTED COMPONENT	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE F	
M992	FIRE WHEN WORKING BOLT	M990	RECOIL PAD MISSING	

Material #		MaterialDesc	Repair	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
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
4000128		GR-REFINISH BBL&REC-PARKERIZED		1	1	0	Y
4000294		GR-CHECK TPA		1	1	0	Y
Service Total:				3	3	0	

ProblemNotes	Could not duplicate concern. Will replace trigger assmb. and refinish at n/c to you.					
<i>RC Finish BBL/REC</i>						
Repairman	Proof	Clean	Test	Target	Pattern	
Gallery Tester	Date	Date	Date	Date	Date	

PS 06982



3.3- 12/04

Service Request

Service Order # 513

SHIPPED TO VENDOR/STORE:

Remington arms company
14 Hoesler Ave

Illion, NY 13357

Attn: Arms service

Date Shipped: 11/23/2005

RETURN SHIP TO:

Gander Mountain
Attn: Gun Parts Dept.
14275 Edgewood Drive
Baxter, MN 56425

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 710

Type: Rifle
Cal/Ga.: 7mm

Serial Number: 71175438
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Remington 710 7mm Mag Rifle

104697

REASON FOR RETURN:

Gun misfired 3 times and then fired when working the bolt. Gun also has a case of light rust that customer says it is not from neglect. Please repair or replace. Customer had added a R3 recoil pad which will not be returned with gun.

ATTENTION VENDOR

Please contact me with any questions or concerns.

mark collette
(218) 828-1736

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain**
Attn: Cindy Kilbride
180 E Fifth Street
St. Paul, MN. 55101

could not duplicate concern
replace TPA, check over, clean
to restore confidence. ATN/c
warranty

reinish BDL/Rec. Assm.

Serial Number: 71175438

Model: 710



RE00104697

(PS 06983)

Gunsmith SO# 513

GM#486 - Baxter FFL# 4-35-01794

14275 Edgewood Drive

Baxter, MN 56425

(218) 828-1736

Gunsmith: THOMAS H. HENDRICKSON

*** Firearm Copy ***

CUSTOMER INFORMATION:	
Home #: (218) 851-8254	Day #:
Name: Vanportfliet, Dennis	
Address: 782 Grandview Drive	
Aitkin, MN 56431	

DATES:	
In:	11/23/2005
Apx Comp:	
Wait/Parts:	
Completed:	
Cust. Called:	
Picked Up:	

FIREARM INFORMATION:			
Manufacturer: Remington Arms Co Inc.	Type: Rifle	Serial Number: 71175438	
Model: 710	Cal/Ga.: 7mm	Firearm Value: \$450.00	Cased?: <input type="checkbox"/>

Service Description: Customer wants gun sent to factory. Misfired and then discharged when working the bolt. Gun also has light rust even though it has not been out in bad weather. Please address the customers needs and repair or replace. Customer had istalled R3 recoil pad which we at gander removed.

LABOR		
UPC	Description	Amount
Labor Sub Total:		

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		

Parts Notes:

<p>* Estimate Only *</p> <p>By law, customer must pick up</p>	TOTALS
	Labor Sub Total:
	+ Parts Sub Total:
	Total:
	- Deposit Amount:
Amount Due:	

*** Does not include Sales Tax ***

(PS 06984)

Date: 12/12/05By: Bruce TravisFIREARM INSPECTION WORKSHEETBACKGROUNDCustomer name: GARDEN MTN.R.E. Number: 104697Reason for inspection: FBCFIREARMManufacturer: Rum. Model: 710Serial Number: 71175438 Date of Manufacture: 12/04Overall external condition: GoodBarrel condition: OKAYReceiver condition: OKAYStock condition: OKAYBolt/firing pin condition: OKAY

Trigger assembly condition:

Engagement: -Adjustments/alterations: -Other: -Headspace: -

Function evaluation:

(PS 06985)

Feeding:

Extraction/ejection:

Trigger pull: 5.5 lb

Manual safety: OKAY

Test firing results (if applicable):

DISPOSITION

could not duplicate concerns. Replace TPA, check over,
clean at N/C warranty.

ADDITIONAL COMMENTS

metal rusty - will have refinished

(PS 06986)

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: **RE00104697** Serial: 71175438 Model: 710 Center Fire Caliber: 7MM REM MAG Produced: 12/07/2004 Repairman: Charles Swanson Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **GANDER MOUNTAIN** **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE** **14275 EDGEWOOD DRIVE**

Address 2: **180 E 5TH ST SUITE 1300** **GUN PARTS DEPT** PO Box:

City: **SAINT PAUL** **BAXTER** PO Box:

State: **MN** Zip Code: **55101** Country: **US** State: **MN** Zip Code: **56425** Country: **US**

FFL:

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

Contact Information

Phone: **218-628-1736**

Fax:

Email:

Comments: **S0513**

Received Condition

Condition: **Fair**

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1
A039	Customers Box	1
A051	L/Butt Plate / Pad	1

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

supryll 1/3/2007 3:09 PM CAPS NUM INS SCRL

start Inbox - Microsoft Outlook... Run - Run... Arms Services Repair... Services & Database... Customer Service De... 3:09 PM

(PS 06986 A)

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: **RE00104697** Serial: 71175438 Model: 710 Center Fire Caliber: 7MM REM MAG Produced: 12/07/2004 Repairman: Charles Swanson
 Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE** Address 2: **14275 EDGEWOOD DRIVE**
 Address 2: **180 E 5TH ST SUITE 1300** PO Box: **GUN PARTS DEPT**
 City: **SAINT PAUL** City: **BAXTER**
 State: **MN** Zip Code: **55101** Country: **US** State: **MN** Zip Code: **56425** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Problems Reported

Code	Desc
M122	RUSTED COMPONENT
M123	FORWARD TO PRODUCT SE
M992	FIRE WHEN WORKING BO

Problems Found

Code	Desc
M122	RUSTED COMPONENT
M123	FORWARD TO PRODUCT SE
M990	RECOIL PAD MISSING

Repair Notes

Could not duplicate concern. Will replace trigger assmb. and refinish at n/c to you.

Repairman's Comments

CSR Comments

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

supr/lt 1/3/2007 3:09 PM CAPS NUM FINS SERL

start Inbox - Microsoft Outlook Arms Services Repair Service Database Customer Service Database

(PS 06986 8)

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: **RE00104697** Serial: 71175438 Model 710 Center Fire Caliber 7 MM REM MAG Produced: 12/07/2004 Repairman: Charles Swanson Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: ☐ Received From ☒ Return To: ☐ Received From ☒

Name: **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE**

Address 2: **180 E 5TH ST SUITE 1300** PO Box:

City: **SAINT PAUL** State: **MN** Zip Code: **55101** Country: **US**

Address 3: **14275 EDGEWOOD DRIVE**

Address 4: **GUN PARTS DEPT** PO Box:

City: **BAXTER** State: **MN** Zip Code: **55425** Country: **US**

FFL:

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing			
Part	Type	Description	Need	Inv	Kit	Avail	Recy	Wint	Price	Disc	Ext Amt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
F305455	P	710 STOCK ASSEMBLY C	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			
4000128	S	GR-REFINISH BBL&REC-F	1	1	0	0	0	Y			
4000294	S	GR-CHECK TPA	1	1	0	0	0	Y			

Parts: **.00**
Labor: **.00**
Ship/Handling: **.00**
Est State Tax: **.00**
Total: **.00**
☒ Charge Taxes

Repair Search Refresh Close

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start Inbox - Microsoft... Start - Microsoft... Arms Services Repair... Service - Database... Customer Service... 3:09 PM

(PS 06986 C)

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number:RE00104697Serial: 71175438 Model 710 Center Fire Caliber 7MM REM MAG Produced: 12/07/2004Reparman: Charles SwansonStatus: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer:GANDER MOUNTAINReceived From:GANDER MOUNTAIN

Address 1:ATTN CINDY KILBRIDE14275 EDGEWOOD DRIVE

Address 2:100 E 5TH ST SUITE 1300PO Box:GUN PARTS DEPTPO Box:

City:SAINT PAULBAXTER

State:MNZip Code:55101Country:USState:MNZip Code:56425Country:US

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Date	Code	User ID	Desc1
12/6/2005 2:52	New	championrj	Repair Added
12/12/2005 6:48	Update	schultscm	Repair information change
12/12/2005 6:53	Expedite	schultscm	From: Check In
12/13/2005 8:43	Estimate	swansonch	Estimate Update
12/13/2005 8:45	Repairing	System	Immediate SAP Allocation
12/15/2005 9:59	Comment	atkinsdg	Consumer Contact for Repair Status
12/21/2005 11:11	Expedite	reelwl	From: Product Services
12/27/2005 5:45	Estimate	swansonch	Estimate Update

☐ Shipping Hold

☐ InterFace Hold

☐ Estimate Sent

☒ Parts Received

☒ Passed Inspection

☐ Return As Received

☐ Has been Approved

☐ Internal Repair

Current Status

Shipped

12/29/2005 4:00:02 PM

System

Packing

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

RefreshClose

suprill1/7/20073:09 PMCAPSNUMINSRCLE

startInbox - Microsoft...Print Screen...Arms Services Repair...Printer Patch...Customer Service Doc...9:19 PM

PS 06986 D

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: **RE00104697** Serial: 71175438 Model: 710 Center Fire Caliber: 7 MM REM MAG Produced: 12/07/2004 Repairman: Charles Swanson
 Status: Shipped 12/29/2005 4:00:02 PM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE** Address 2: **14275 EDGEWOOD DRIVE**
 Address 2: **180 E 5TH ST SUITE 1300** PO Box:
 City: **SAINT PAUL** City: **GUN PARTS DEPT** PO Box:
 State: **MN** Zip Code: **55101** Country: **US** State: **MN** Zip Code: **55425** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Shipping Method and Charges

Standard S/H Charges: 0
 Additional S/H Charges: 00
 Total S/H Charges: 0

Shipment Tracking:
 12114813A8C0170356

Repair Type: **Firearm**
 Payment Method: **Warranty** Order Nbr: **230145** Product Services

Bill To Address:

Name: **GANDER MOUNTAIN**
 Address 1: **ATTN CINDY KILBRIDE**
 Address 2: **180 E 5TH ST SUITE 1300** PO Box:
 City: **SAINT PAUL**
 State: **MN** Zip Code: **55101** Country: **US**

Repair Search Refresh Close

suprnl 1/23/2007 3:10 PM CAPS NUM INS SCRL

stan Inbox - Microsoft... Search Arms Services Repa... Service Desk... Customer Service D... 3:09 PM

(PS 06986 E)

File Number:	22133	Arms Service number:	108022
Last Name:	KREPS	First Name:	STEPHEN
Street:	1513 STEWART ROAD #209	City:	MONROE
State:	MI	Zip:	48162
Home Ph:		Home Ph:	734-457-3762
Work Ph:		Product Type:	F A T O
Type Concern:	S	Concern Code:	1007
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4038	Cause:	
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	NEW TA AT SPECIAL PRICE	UNJ UNC UND J	
Date Opened Rem:	2/9/2006	Date Opened by P/S:	2/10/2006
Date of Incident:		Date Closed:	2/10/2006
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71007438
RAMAC:	710	Date Code:	AV
Custody:		Comments:	
Time of Modification:	10:35:25 AM		
Date of Modification:	2/13/2006		
Litigation: <input type="checkbox"/> PreLitigation: <input type="checkbox"/> Obsolete: <input type="checkbox"/>			
Could not duplicate concern - trigger set screws altered - clean action and install new TA at 1/2 normal charges Repair and Shipping Document 2/20/06			

PS 06987

Remington.**TRACKING DOCUMENT**

Repair Order Number



Repair Order Number RE00108022	Description/Serial Number 71007438	Repairman - Dale Lewis
Account # - R-	Model 710 Center Fire Caliber 30-06	Date Received - 2/9/2006
		Estimate Date - 2/10/2006
		Current Date - 2/16/2006
Customer STEPHEN KREPS 1513 STEWART ROAD APT 209 MONROE, MI 48162 US		Return To STEPHEN KREPS 1513 STEWART ROAD APT 209 MONROE, MI 48162 US
Phone (H) (734)-457-3762		Fax
Phone (W)		Email SAKROPS@YAHOO.C

Reported	Problem	Answer/Found
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 FORWARD TO PRODUCT SERVICE F
M992	FIRE WITHOUT TOUCHING TRIGGER - WHEN MOV	

Material #	Material Desc	Quantity Needed	Quantity From Inv	Quantity From Kit	Warranty (Y/N)
Part					
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	1	0	N
F300519	710 SPRING, BOLT STOP	1	1	0	Y
Part Total:		2	2	0	
Service					
4000104	ARMS SERV SHIPPING & HANDLING	0	0	0	N
4000119	GR-TEST	1	1	0	N
Service Total:		1	1	0	

Problem Notes	could not duplicate concern, trig set screw altered, replace tpa, check over clean at 1/2 msp per prod service				
Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

PS 06988

Remington.

Factory Repair Instructions

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

Model Number: 710		Serial Number: 71007438	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: STEPHEN KREPS		Date of Purchase: 07/2002	
Address (no PO Boxes): 1513 STEWART Rd #209			
City: MONROE		State: MI	Zip: 48162
Phone (Daytime): 734-457-3742		Fax:	
E-mail Address: SAKROPS@YAHOO.COM			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
ON THREE DIFFERENT OCCASIONS - RIFLE			
DISCHARGED WHEN SARTY WAS RELEASED			
WITHOUT TOUCHING THE TRIGGER			
Ammunition Information:			
Manufacturer: REMINGTON		Type: CORE LOCK 1509 PSD	
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: HOPPOS			
How often do you clean the bore? (Months or Number of rounds) AFTER EACH USE			
How often do you clean the action? (Months or Number of rounds) AFTER EACH USE			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used: REM OIL			

(PS 06989)

341

3/01

How often do you lubricate the bore? (Months or Number of rounds)	AFTER EACH USE
How often do you lubricate the action? (Months or Number of rounds)	✓
How often do you lubricate the trigger assembly? (Months or Number of rounds)	✓
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments:	
When was the last time that your fire	
What were the services performed?	
<div style="text-align: right;"> Model: Product 3E RV 1 CES RE00108022 </div>	
Ship your INSURED firearm by either <div style="text-align: center;"> REI ATT </div>	
<div style="text-align: center;"> 14 Hoefler Ave Ilion, NY 13357 </div>	
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>	

Serial Number:

71007438

del: 710



RE00108022

could not duplicate concern
 Trig. set screws altered.
 Replaced PA, check over, clean
 at 1/2 msp.

Quote

(PS 06990)

Date: 2/9/06By: B. TIMAUISFIREARM INSPECTION WORKSHEETBACKGROUNDCustomer name: Stephen KnepsR.E. Number: 108022Reason for inspection: FRPFIREARMManufacturer: Rum. Model: 710Serial Number: 71007438 Date of Manufacture: 3/01Overall external condition: FairBarrel condition: okayReceiver condition: okayStock condition: okayBolt/firing pin condition: okay

Trigger assembly condition:

Engagement: ALTEREDAdjustments/alterations: ALTEREDOther: —Headspace: —

Function evaluation:

(PS 06991)

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00108022Serial: 71007438 Model 710 Center Fire Caliber 30-06 Produced: 03/02/2001Repairman: Dale LewisStatus: Shipped 2/16/2006 4:00:01 PM

Address Information

Customer: ☒ Received FromReturn To: ☐ Received From

Name: STEPHEN KREPS

Address 1: 1513 STEWART ROAD APT 209

Address 2: P.O. Box:

City: MONROE

State: MIZip Code: 48162Country: US

Return To: 1513 STEWART ROAD APT 209

P.O. Box:

City: MONROE

State: MIZip Code: 48162Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Contact Information

Received Condition

Accessories Received

Phone: 734 457 3762

Fax:

Email: SAKR@PS@YAHOO.COM

Comments:

Condition Notes:

CSR Notes: 2-15-06: Apprv. per Stephen Kreps .dmf

Code	Desc	Qty
A002	Less Mag Box	1
A007	With Stud	2
A017	Scope Base	1
A027	Integrated Security Sy	1

Repair Search

Refresh

Close

supvill1/3/20073:51 PMEAPSNUMINS

startInbox - Microsoft O...Part Search by Web...Arms Services Rep...2 Microsoft Office ...closed Cases - Mic...3:51 PM

PS 06992A

BARBER - Kinzer PPS GAL RE0006032

BARBER - Kinzer PPS GAL RE0006033

BARBER - Kinzer PPS GAL RE0006034

BARBER - Kinzer PPS GAL RE0006035

File Number:	22210	Arms Service number:	109593
Last Name:	GRIFFITH	First Name:	DAVID J
Street:	1539 LADY ANNE	City:	STREETSBORO
State:	OH	Zip:	44241
Home Ph:	330-422-0641	Product Type:	F A T O
Work Ph:		Concern Code:	1008
Type Concern:	S	PI PD P S	
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND
Settlement Detail:	NEW TA/N/C	UNJ UNC UND J	
Date Opened Rem:	3/10/2006	Date Opened by P/S:	3/13/2006
Date of Incident:	3/1/2006	Date Closed:	3/13/2006
Date to Analysis:		Date from Analysis:	
Model:	710	Serial:	71250234
RAMMAC:	710	Date Code:	EZ
Custody:		Manufacturer:	REM
Time of Modification:	9:16:02 AM	Date Mfgd:	10/4/2005
Date of Modification:	3/20/2006	Litigation:	<input type="checkbox"/>
		Prelitigation:	<input type="checkbox"/>
		Obsolete:	<input type="checkbox"/>
<p>Could not duplicate concern. Check over completely, clean action and install new TA to restore customer's confidence in rifle at n/c - under warranty.</p>			

PS 06993

- 4th
10/05

David J. Griffith
1539 Lady Anne
Streetsboro, Ohio 44241

To whom it may concern at Remington,

On February 24, 2006 I purchased the Model 710 30-06. On March 1, 2006 I took my new rifle to the shooting range to sight in the scope on it, I had put 11 rounds through it and had successfully sighted the scope in. I was sitting down and I proceeded to cycle a 12th round into the chamber, and as I replaced the bolt my rifle miss fired and went off sending a bullet into the ceiling. The safety was on when this happened so I immediately put the rifle away not shooting it again. When I returned home that evening I proceeded to examine the rifle to see if I could determine what had caused it to go off, I could not find a reason for it but I did find some other things wrong that I would like fixed or replaced. (1.) When I cycled the spent casing it gouged a chunk out of my stock. (2.) As I went to replace the bolt I noticed that it was grinding the top of the magazine and upon further inspection of the magazine I saw that it had left ridges on the top of the magazine. (3.) The bolt is really hard at times to push in to load a shell into the chamber.

Thank you for looking over and repairing my firearm. Please call me and let me know what you found out. You may ask for me, or my wife Amy. Our telephone number is (330) 422-0641. Once again thank you for looking over my gun.

Sincerely,
David J. Griffith

could not duplicate concern.
Replaced TPA check over, cleaned
AT N/C to restore
confidence in rifle.

Number: 7 1 2 5 0 2 3 4

Model: 710



RE00109593

(PS 06994)

Remington

Factory Repair Instructions

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

Model Number: 710		Serial Number: 71250234	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: David J. Griffith		Date of Purchase: Feb. 24, 2006	
Address (no PO Boxes): 1539 Lady Anne			
City: Streetsboro		State: Ohio	Zip: 44241
Phone (Daytime): 330-422-0641		Fax:	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. Amybug01169@yahoo.com			
Please describe your problem: I just bought my 710, 30-06, and had it out at the Range on March 1, 2006. I put 11 rounds through my gun and had it sighted in when the 12th round was being cycled into the chamber when the gun miss fired. The round went into the ceiling. I also noticed that when you empty a spent casing the bolt is clicking into my stock, and when pushing the bolt back in the rifle to put another round into the chamber, the bolt is sending on the magazine. call me to let me know			
Ammunition Information:			
Manufacturer: Winchester		Type: 30-06 springs.	
Other (i.e. bullet weight/type, shot size, powder): 180 grain for power point			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
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:			

PS 06995

WAL★MART

ALWAYS LOW PRICES.

Always

WE SELL FOR LESS
ALWAYS

MANAGER DANIEL RATKOVICH
(330) 562 - 0000
BAINBRIDGE TWP, OHIO

ST# 3250 OP# 00000758 TE# 77 TR# 01788	
RIFLE AMMO 002089220010	11.87 X
RIFLE AMMO 002089220010	11.87 X
BOLT RIFLE 004770027410	324.33 X
SUBTOTAL	348.07
VIDEO 009736153783	5.96 X
SHOWER CURT 066553810205	15.96 X
SUBTOTAL	369.99
4GUAGELINER 066553850001	2.33 X
SUBTOTAL	372.32
TAX 1 6.500 %	24.20
TOTAL	396.52
CASH TEND	400.00
CHANGE DUE	3.48

ITEMS SOLD 6

TC# 5474 2047 6016 0837 7658 3



Vote for your favorite teacher here
2006 Teacher of the Year Program
02/24/06 11:44:52

***** FIREARMS RETURN POLICY *****

All firearm sales are final.
Wal-Mart will facilitate the repair of
damaged merchandise for the length
of the specific manufacturer's
warranty. Original Wal-Mart receipt
and valid government-issued I.D.
are required. Gun repair can only be
processed at the original store
where purchased.

***** RETURN & EXCHANGE POLICY *****

All ammunition sales are final.

(PS 06996

Date: 3/13/06By: B. TRAVISFIREARM INSPECTION WORKSHEETBACKGROUNDCustomer name: David J. GriffithR.E. Number: 109593Reason for inspection: Accidental dischargeFIREARMManufacturer: Rem. Model: 710Serial Number: 712 Date of Manufacture: 10/05Overall external condition: GoodBarrel condition: okayReceiver condition: okayStock condition: okayBolt/firing pin condition: okay

Trigger assembly condition:

Engagement: —Adjustments/alterations: —Other: —Headspace: —

Function evaluation:

(PS 06997)

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: **RE00109593** Serial: 71250234 Model: 710 Center Fire Caliber: Repairman: Robert Fink
 3006 Produced: 10/04/2005 Status: Shipped 3/21/2006 4:00:02 PM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **DAVID GRIFFITH** **DAVID GRIFFITH**

Address 1: **1539 LADY ANNE** **1539 LADY ANNE**

Address 2: PO Box: PO Box:

City: **STREETBORO** **STREETBORO**

State: **OH** Zip Code: **44241** Country: **US** State: **OH** Zip Code: **44241** Country: **US**

FFL:

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

Contact Information

Phone: **330 422 0641**

Fax:

Email: **AMY8UG0169@YAHOO.COM**

Comments:

Received Condition

Good

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

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

suprfl 1/3/2007 3:29 PM CAPS NUM INS CSRI

star Inbox - Microsoft O... Part Search by Net... Arms Services Repa... Service : Database... Customer Service D... 10/1/06 3:29 PM

PS 06998 A

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

air Number: **RE00109593** Serial: 71250234 Model: 710 Center Fire Caliber: 3006 Produced: 10/04/2005 Repairman: Robert Frink Status: Shipped 3/21/2006 4:00:02 PM

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **DAVID GRIFFITH** **DAVID GRIFFITH**

Address 1: **1539 LADY ANNE** **1539 LADY ANNE**

Address 2:

City: **STREETBORO** **STREETBORO**

State: **OH** Zip Code: **44241** Country: **US** State: **OH** Zip Code: **44241** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M172	CLOSES HARD OVER SHELL
M990	DAMAGED STOCK AND MAG

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern. Replace TPA, check over and clean at no charge to restore confidence in rifle.

Repairman's Comments

CSR Comments

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

start | 1/3/2007 | 3:29 PM | DAPS | NUM | INS | SCR |

Inbox - Microsoft ... | Park Search by Ref ... | Arms Services Rep ... | Service - Databases ... | Customer Service ... | 3:29 PM

(PS 06998 B)

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Number: RE00109593Serial: 71250234Model: 710Center FireColiber: 3006Produced: 10/04/2005Repairman: Robert FrinkStatus: Shipped 3/21/2006 4:00:02 PM

Address Information

Customer:Received From:Return To:Received From:

Name: DAVID GRIFFITHDAVID GRIFFITH

Address 1: 1539 LADY ANNE1539 LADY ANNE

Address 2:PO Box:PO Box:

City: STREETBORO STREETBORO

State: OH Zip Code: 44241Country: USState: OH Zip Code: 44241Country: US

FFL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Part	Qty	Description	Need	Inv	Kit	Avail	Recv	Wmt	Price	Disc	Ext Amt
F301265	P	710 REC. INSERT ASSB.	1	1	0	1	1	Y			
F305395	P	710 MAGAZINE BOX ASS	1	1	0	1	1	Y			
F305455	P	710 STOCK ASSEMBLY C	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts: .00

Labor: .00

Ship/Handling: .00

Est State Tax: .00

Total: .00

☒ Charge Taxes

Repair Search

RefreshClose

start

1/3/20073:29 PM

NUMINS

startInbox - Microsoft...Part Search by M...Arms Service Rep...Purchase & Batch...Customer Service...

3:29 PM

PS 06998 C

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: **RE00109593** Serial: 71250234 Model: 710 Center Fire Caliber 3006 Produced: 10/04/2005 Repairman: Robert Frink Status: Shipped: 3/21/2006 4:00:02 PM

Address Information:

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **DAVID GRIFFITH** **DAVID GRIFFITH**

Address 1: **1539 LADY ANNE** **1539 LADY ANNE**

Address 2: PO Box:

City: **STREETBORO** **STREETBORO** PO Box:

State: **OH** Zip Code: **44241** Country: **US** State: **OH** Zip Code: **44241** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
3/8/2006 9:39:50	New	championrj	Repair Added	Shipped:
3/10/2006 10:06	Update	schultscm	Repair information change	3/21/2006 4:00:02 PM
3/10/2006 10:12	Closed	schultscm	Closed at Expedite	System
3/13/2006 8:25:4	ReOpened	pencerl		Packing
3/13/2006 8:25:4	Expedite	pencerl	From: Product Services	Repair Location
3/13/2006 1:02:3	Estimate	frinkre	Estimate Update	LN
3/13/2006 1:05:1	Repairing	System	Immediate SAP Allocation	Current Location
3/13/2006 2:26:1	Expedite	pencerl	From: Repair Bench	LN
				Transfer Number

☐ Shipping Hold
☐ InterFace Hold
☐ Estimate Sent
☒ Parts Received
☒ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Repair Search Refresh Close

supyfl: 1/3/2007 3:29 PM EARS NUM INS SERIAL
 4 stan Inbox - Microsoft ... Part Search by Mat ... Arms Services Rep ... Peersite : Databases ... Customer Service ... 3/21/2006 4:00:02 PM

PS 06998 D

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

air Number: **RE00109593** Serial: 71250234 Model: 710 Center Fire Caliber: Repairman: Robert Frink
 y Repair: 3005 Produced: 10/04/2005 Status: Shipped 3/21/2006 4:00:02 PM

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **DAVID GRIFFITH** **DAVID GRIFFITH**

Address 1: **1539 LADY ANNE** **1539 LADY ANNE**

Address 2: PO Box: PO Box:

City: **STREETBORO** **STREETBORO**

State: **OH** Zip Code: **44241** Country: **US** State: **OH** Zip Code: **44241** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

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

Shipping Method and Charges:

Standard S/H Charges: **0**

Additional S/H Charges: **00**

Total S/H Charges: **0**

Shipment Tracking: **1Z114813A200219458**

Repair Type: **Firearm**

Payment Method: **Warranty** Order Nbr: **160040 Standard Warranty**

Bill To Address

Name: **DAVID GRIFFITH**

Address 1: **1539 LADY ANNE**

Address 2: PO Box:

City: **STREETBORO**

State: **OH** Zip Code: **44241** Country: **US**

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

supryll 1/3/2007 3:29 PM CAPS NUM TNS SDR

Start | Inbox - Microsoft... | Part Search by Ref... | Arms Services Rep... | Pservice - Databases... | Customer Service... | 3:29 PM

(PS 06998 E)

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.
Product Service
Legal Case #:369

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
116214	8/31/2006	9/1/2006	9/1/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Doris Kerwin	Bass Pro Main Office	200 Gulf Stream Way	Dania Beach	FL	33004		W 954-929-7710
Incident	Robert Edward	Goff	156 Tropical Ave	West Palm Beach	FL	33415		H 561-493-9743

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038			
S	Fires without pulling trigger	Could Not Duplicate Concern		
	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	

Could not duplicate accidental discharge concern. Action is not very smooth.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/300 WIN MA	27414	71311739	PA	6/26/2006 8:55:08 AM

Date Purchased	Where Purchased	Accessories	Original Owner
8/1/2006	AMERICAN ROD & GUN	SCOPE WITH RINGS ANG BASE	Y

CUST.CONCERN:DISCHARGES ON ITS OWN WITHOUT PULLING TRIGGER

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV

Repair as
needed
under

(PS 06999)

Warranty

Repair/Replacement Cost Repair/Replacement Date

Install a new receiver insert. Check over completely and test under warranty.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/1/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
el	Description		24" 300 WIN MAG
	Date Code		PA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
	Condition	Like new; Functioning	

(PS 07000)

Receiver	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 07001

CASE
369

OUTDOOR WORLD - GUN REPAIR

200 Gulf Stream Way, Dania Beach, Florida 33004

PRINT ALL INFORMATION

CUSTOMER'S FULL NAME

Robert Edward Goff

FIRST

MIDDLE

LAST

RESIDENCE ADDRESS

156 TROPICAL AVE.WEST PALM BEACH, FL 33415

(NO. STREET, CITY, COUNTY, STATE, ZIP CODE; CANNOT BE A P.O. BOX)

TAKE COPY OF DRIVER'S LICENSE

DRIVER'S LICENSE NUMBER

6100-765-64-290-0

DATE FIREARM RECEIVED

8-19-06

PHONE

493-9743 (561)

ASSOC. RECEIVING FIREARM (PRINT)

Gillian Frick

EMP. NO.

781189

FIREARM MFG.

Remington

SERIAL NUMBER

71311739

TYPE

Remington

MODEL

710

ACTION

bolt

CALIBER/GAUGE

300

DATE CUST. PURCHASE FIREARM

8-1-06

SERVICE REQUESTED

bolt is rough & discharges on its own without pulling the trigger.COMMENTS 1st time he ever shot out of it this happen.

** ENTER ACQUISITION INFO. IN BLK. REPAIR BOOK & REPAIR A & D BOOK. (PUT ORIG. FORM IN BLACK REPAIR BOOK)

REPAIR A & D BOOK NUMBER

L-25-8

(BOOK FOR HAND GUN IS H & LONG GUN IS L. EXAMPLE: H-1-6 OR L-1-7)

** FILE COPY IN HUNTING'S REPAIR BOOK.

** GIVE COPY OF THIS FORM TO CUSTOMER.

DATE SHIPPED TO REPAIR

8-20-06

MFG.

Remington

ADDRESS

14 Hoefler Avenue

** NOTE: MAKE 3 COPIES.... 1. INCLUDE WITH FIREARM, 2. BPS SHIPPING DEPT. 3. BECKY

DATE REC'D FROM REPAIR

A & D NUMBER

DATE CUSTOMER NOTIFIED

COMMENTS (IF ANY)

71311739

(BE SURE TO CHECK I.D.)

Mo. 710

DATE

EMPLOYEE NO.



RE00116214

PY OF REPAIR DOCUMENT.

PLETED FORM TO BECKY AFTER

ARM.

(PS 07002)

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: **RE00116214** Serial: 71311739 Model: 710 Center Fire with 24 inch barrel Caliber: 300 WIN MAG W/SCOPE Produced: 08/26/2006 Repairman: Status: Closed 8/31/2006 1:28:55 PM

Address Information

Customer: Received From: Return To: Received From:

Name: **BASS PRO MAIN OFFICE** **BASS PRO MAIN OFFICE**

Address 1: **ATTN DORIS KERWIN** **ATTN DORIS KERWIN**

Address 2: **200 GULF STREAM WAY** PO Box: **200 GULF STREAM WAY** PO Box:

City: **DANIA BEACH** **DANIA BEACH**

State: **FL** Zip Code: **33004** Country: **US** State: **FL** Zip Code: **33004** Country: **US**

FEL: ☐ ☐ ☐ ☐ ☐ ☐

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

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
8/31/2006 1:25:4	New	brygidowwr	Repair Added		<input type="checkbox"/>	Closed
8/31/2006 1:28:5	Closed	brygidowwr	Closed at Expedite		<input type="checkbox"/>	8/31/2006 1:28:55 PM
					<input type="checkbox"/>	brygidowwr
					<input type="checkbox"/>	Product Services
					<input type="checkbox"/>	Repair Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Current Location
					<input type="checkbox"/>	ILN
					<input type="checkbox"/>	Transfer Number

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

supryd 9/1/2006 9:31 AM CAPS NUM IDS SCRL

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(PS 07003)

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

air Number: **RE00116214** Serial: 21311739 Model 710 Center Fire with 24 inch barrel Caliber .300 WIN MAG W/SCOPE Repairman: Chuck Dekanek
 y Repair: Produced: 05/26/2006 Status: Shipped 9/13/2006 4:00:01 PM

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **BASS PRO MAIN OFFICE** **BASS PRO MAIN OFFICE**

Address 1: **ATTN DORIS KERWIN** **ATTN DORIS KERWIN**

Address 2: **200 GULF STREAM WAY** **200 GULF STREAM WAY** PO Box:

City: **DANIA BEACH** **DANIA BEACH**

State: **FL** Zip Code: **33004** Country: **US** State: **FL** Zip Code: **33004** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Contact Information:

Phone: **954-929-7710**

Fax:

Email:

Comments:

Received Condition:

Fair:

Condition Notes:

CSR Notes:

Accessories Received:

Code	Desc	Qty
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1
A039	Customers Box	1

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

start 1/3/2007 3:31 PM CAPS NUM INS SCS

Inbox - Microsoft O... Part Search by Rel... Arms Services Repe... Service Database... Customer Service O...

(PS 07003 A)

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: **RE00116214** Serial: 71311739 Model 710 Center Fire with 24 inch barrel Caliber 300 WIN MAG W/SCOPE Repairman: **Chuck Dekanek**
 Status: **Shipped 9/13/2006 4:00:01 PM**
 Produced: 06/26/2006

Address Information

Customer: **BASS PRO MAIN OFFICE** Received From: **BASS PRO MAIN OFFICE** Return To: **BASS PRO MAIN OFFICE**
 Address 1: **ATTN DORIS KERWIN** Address 2: **ATTN DORIS KERWIN**
 Address 2: **200 GULF STREAM WAY** PO Box: Address 2: **200 GULF STREAM WAY** PO Box:
 City: **DANIA BEACH** State: **FL** Zip Code: **33004** Country: **US** State: **FL** Zip Code: **33004** Country: **US**
 FFL:

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

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M992	FIRES WITHOUT PULLING T

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern. Replace receiver insert, check over, clean, and function test at no charge to restore confidence in rifle.

Repairman's Comments

CSR Comments

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

start | Inbox - Microsoft... | Part Search by Pel... | Arms Services Repair... | Service - Database... | Customer Service... | 1/3/2007 3:31 PM | CAPS | NUM | NINE | SCALP

PS 07003 B

Arms/Services Rep

Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

NumberRE00116214

Serial 71311739 Model 710 Center Fire with 24 inch barrel Caliber 300 WIN MAG W/SCOPE Produced 06/26/2006

ReparmanChuck Dekanek

StatusShipped 9/13/2006 4:00:01 PM

Address Information

Customer

Received From

Return To

Received From

NameBASS PRO MAIN OFFICE

Address 1ATTN DORIS KERWIN

Address 2200 GULF STREAM WAYPO Box

CityDANIA BEACH

StateFLZip Code33004CountryUS

NameBASS PRO MAIN OFFICE

Address 1ATTN DORIS KERWIN

Address 2200 GULF STREAM WAYPO Box

CityDANIA BEACH

StateFLZip Code33004CountryUS

FFL

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Part	Type	Description	Need	Inv	Kit	Avail	Recv	Wint	Price	Disc	Ext Amt
F301265	P	710 REC INSERT ASSB	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000118	S	GR-CLEAN	1	1	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts.00

Labor.00

Ship/Handling.00

Est/State Tax.00

Total.00

☒ Charge Tax

Repair Search

Refresh

Close

supp111/3/20073:31 PMCAPSNUMINS

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9:31 PM

PS 07003 c

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: **RE00116214** Serial: 71311739 Model 710 Center Fire with 24 inch barrel Caliber .300 WIN MAG W/SCDPE Produced 06/26/2006 Repairman: Chuck Dekanek Status: Shipped 9/13/2006 4:00:01 PM

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **BASS PRO MAIN OFFICE** **BASS PRO MAIN OFFICE**

Address 1: **ATTN DORIS KERWIN** **ATTN DORIS KERWIN**

Address 2: **200 GULF STREAM WAY** **200 GULF STREAM WAY** PO Box:

City: **DANIA BEACH** **DANIA BEACH**

State: **FL** Zip Code: **33004** Country: **US** State: **FL** Zip Code: **33004** Country: **US**

FFL ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
8/31/2006 1:25:4	New	brygidowrr	Repair Added	Shipped
8/31/2006 1:28:5	Closed	brygidowrr	Closed at Expedite	9/13/2006 4:00:01 PM
9/5/2006 4:58:13	Comment	sykesds	Consumer Contact for Repair Stat	System
9/5/2006 12:49:0	Maint	pencarl	Repair Maintenance	Packing
9/5/2006 12:49:3	Expedite	pencarl	From: Product Services	Repair Location
9/9/2006 2:47:28	Estimate	dekanekcg	Estimate Update	ILN
9/9/2006 2:50:30	Approved	dekanekcg	In person	Current Location
9/9/2006 2:50:31	Update	dekanekcg	Address, Billing, or Ship Method C	ILN
				Transfer Number

Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☒ Passed Inspection ☒ Return As Received ☒ Has been Approved ☒ Internal Repair ☐

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

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PS 07003 D

BARBER - Kinzer PPS GAL RE0006056

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.
Product Service
Legal Case #:462

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
118197	10/4/2006	10/5/2006	10/5/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gerald	Gainey	10710 Gap Way Road	Andrews	SC	29510		H 843-264-8524

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fires on safe release	Fired on Safe Release	Unknown	
C	Concern:1007			

Customer says the rifle was sent back under a safety recall and now the rifle shoots when you take the safety off.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
	CF/BA	710/3006 SPR	27410	71073513	WW	8/9/2002 1:23:05 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	SCOPE BASE	U			

CUST.CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Ca Date Da APV AP
New					

(PS 07004)

Receiver
Insert n/c

Repair/Replacement Repair/Replacement

Cost

Date

65.00

10/5/2006

We could not duplicate the fires on safe release claim. Clean action and install a new receiver insert (contains a new trigger assembly) to restore customers faith in rifle.

Examination[/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/5/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		WW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	

(PS 07005)

PrintDisplay

Page 3 of 3

	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	

PS 07006

CASE#
462S.D.#
ww 8/02
22"

Remington

Factory Repair Instructions

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

Model Number: 710		Serial Number: 71073513	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Donald Horney		Date of Purchase: 9-2-05	
Address (no PO Boxes): 10710 GAPWAY RD			
City: ANDREWS		State: S.C.	Zip: 29510
Phone (Daytime): 1-843-264-8301		Fax:	
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Rifle was sent Back under factory Recall for safety & now shoots when you click safety off it shoots			
Ammunition Information:			
Manufacturer: Rem.		Type: 118197	
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:			
How often do you clean the bore? (Months or Number of rounds)			
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:			

could not duplicate concern.
check over completely, replace
rec. I sent complete. Function
TEST AT N/C

#25010.5

Serial
Number:

71073513

Model: 710

(PS 07007)



RE00118197

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds) <i>once A Month</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed? <i>check safety under</i>
<i>Recall</i>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">REMINGTON ARMS CO., INC</p> <p style="text-align: center;">ATTN: Arms Service Division</p> <p style="text-align: center;">14 Hoefler Ave</p> <p style="text-align: center;">Ilion, NY 13357</p>
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>DO NOT</p> <ul style="list-style-type: none"> :: Record the Serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. <p>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun) :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.

PS 07008

Dear Remington

This gun shoots when you take it off
of safty without you touching trigger all
you have to do is take it off of safty
for it to go off. It all so looks like
it has a crack under the Bolt so please
fix it right this time. This the
second time I have had to send it
off.

Thank You
Mr Gerald Gaing

Gerald Gaing
10710 Gapway Rd
Andrews S.C.
29510

1-843-264-8524

(PS 07009)

PS 07010

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

Number: **RE00118197** Serial: 71073513 Model 710 Center Fire Caliber Repairman: Dale Lewis
 # Repair: **High Priority** 3006 Produced: 09/09/2002 Status: Shipped 10/12/2006 4:00:01 PM

Address Information

Customer: ☐ Received From Return To: ☐ Received from:
 Name: **GERALD GAINEY** **GERALD GAINEY**
 Address 1: **10710 GATEWAY ROAD** **10710 GATEWAY ROAD**
 Address 2: PO Box:
 City: **ANDREWS** **ANDREWS**
 State: **SC** Zip Code: **29510** Country: **US** State: **SC** Zip Code: **29510** Country: **US**
 FFL:

Contact Information **Received Condition** **Accessories Received**

Phone: **843-264-8524** Fair
 Fax: Condition Notes:
 Email: CSR Notes:
 Comments:

Code	Desc	Qty
A007	With Stud	2
A017	Scope Base	1

supryfl 1/3/2007 3:35 PM CAPS NUM INS SCRL

start Inbox - Microsoft O... Part Search by Mst... Arms Services Rep... 2 Microsoft Office ... Closed Cases - Mic... 3:35 PM

PS 07010 A

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00118197

Serial: 71073513 Model: 710 Center Fire Caliber: 3006 Produced: 08/09/2002

Repairman: Dale Lewis

Status: Shipped 10/12/2006 4:00:01 PM

Priority: High Priority

Address Information

Customer: Gerald Gainey

Received From: Gerald Gainey

Return To: Gerald Gainey

Received From:

Name: GERALD GAINEY

Address 1: 10710 GATEWAY ROAD

Address 2:

PO Box:

City: ANDREWS

State: SC Zip Code: 29510 Country: US

State: SC Zip Code: 29510 Country: US

FFL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Problems Reported:

Code	Desc
M123	FORWARD TO PRODUCT SE
M246	SAFETY DETENT SPRING IN
M296	FACTORY ONLY LABEL

Problems Found:

Code	Desc
M123	FORWARD TO PRODUCT SE
M246	SAFETY DETENT SPRING IN

Repair Notes:

could not duplicate concern, check over completely, replace rec insert complete, function test at n/c per prod service

Repairman's Comments:

CSR Comments:

Repair Search

Refresh

Close

supryll1/13/20073:35 PMCAPSNUMIN9CCFL

StartInbox - Microsoft O...Part Search by M...Arms Services Repa...22 Microsoft Office...Closed Cases - M...9:55 PM

PS 07010 B

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

air Number:RE00118197

Serial: 71073513 Model: 710 Certe Fire Caliber 3006 Produced: 09/09/2002

Repairman:Dale Lewis

Status:Shipped 10/12/2006 4:00:01 PM

Address Information

Customer

Received From

Return To

Received From

Name:GERALD GAINEY

Address:10710 GATEWAY ROAD

Address 2:

City:ANDREWS

State:SC Zip Code:29510 Country:US

Name:GERALD GAINEY

Address:10710 GATEWAY ROAD

Address 2:

City:ANDREWS

State:SC Zip Code:29510 Country:US

FFL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Part	Qty	Description	Need	Inv	Kit	Avail	Recy	Wint	Price	Disc	ExtAmt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	Y			
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000119	S	GR-TEST	1	1	0	0	0	Y			

Parts:00

Labor:00

Ship/Handling:00

Est:State Tax:00

Total:00

☒ Charge Taxes

Repair Search

Refresh

Close

start

11/3/2007

3:35 PM

CAPS

NUM

INS

SCRL

Inbox - Microsoft ...

Part Search by Mel...

Arms Services Rep...

2 Microsoft Offi...

2 Closed Cases - M...

3:35 PM

PS 07010 C

PS 07010 D

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

ID Number: **RE00118197** Serial: 71073513 Model: 710 Center Fire Caliber 3006 Produced: 09/09/2002 Repairman: Dale Lewis
 Priority: **High Priority** Status: Shipped 10/12/2006 4:00:01 PM

Address Information

Customer: ☒ Received From Return To: ☐ Received From
 Name: **GERALD GAINEY** **GERALD GAINEY**
 Address 1: **10710 GATEWAY ROAD** **10710 GATEWAY ROAD**
 Address 2: PO Box: PO Box:
 City: **ANDREWS** **ANDREWS**
 State: **SC** Zip Code: **29510** Country: **US** State: **SC** Zip Code: **29510** Country: **US**
 FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Shipping Method and Charges:
 00 UPS Ground
 Standard S/H Charges: 0
 Additional S/H Charges: 0
 Total S/H Charges: 0
 Shipment Tracking: **1Z1148134800302150**

Repair Type: **Firearm**
 Payment Method: **Warranty** Order Nbr: **230145** Product Services:
 Bill To Address:
 Name: **GERALD GAINEY**
 Address 1: **10710 GATEWAY ROAD**
 Address 2: PO Box:
 City: **ANDREWS**
 State: **SC** Zip Code: **29510** Country: **US**

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

1/3/2007 3:35 PM CAPS NUM INS SERL
 start Inbox - Microsoft... Part Search by Ref... Arms Services Rep... 2 Microsoft Offe... 2 Closed Cases - M... 3:35 PM

PS 07010 E

Remington Arms Co., Inc.
Product Service
Legal Case #:687

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
120705	11/27/2006	11/27/2006	11/27/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Harry	Peneguy						H 504-512-2182
Reporter		50 Academy Sports and Outdoors	61107 Airport Road	Slidell	LA	70460		W 281-646-5565

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4006 Concern:1007	Altered Adjustments or Components Fired on Safe Release	Unknown	

2/1/06-Correspondence received from repair-Safety switch is not working properly. Gun fires on safe release. Trigger very sensitive. Bolt tight.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/270 WIN	27408	71173635	PY	6/21/2004 3:58:18 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE,RINGS,MOUNT	U			

CUST.CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Offered repair at 1/2 price.						

(PS 07011)

Repair/Replacement Cost Repair/Replacement Date

11/29/06-Repairman quoted repair at 1/2 price \$47.32.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/27/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		PY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	

PS 07012

Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	---Select---	INSERT RAILS MISSASSM OUTSIDE OF FACTORY
	Pull	---Select---	1.75#
	Altered	True	SET SCREWS ALTERED

PS 07013

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
710	27408	MAY	6/21/2004	Model 710 W/Scope BOLT ACTION CENTERFIRE RIFLE 22" Barrel .270 Cal. W/4 Shot Mag Box

Date	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2004/06/25	SHIP	OHL	ACADEMY CORP	77449	0081075860	richmondgm	99615P-TL

FFL:5-76-201-01-6C-00004

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Not on File at this location

Location: Mayfield

Modelid	Material	ProdLoc	ProdDate	Description
710	27408	MAY	06/21/2004	Model 710 W/Scope Bolt Action Centerfire Rifle 22" Barrel .270 Cal. W/4 Shot Mag Box

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment DelNoteNbr	HoldStatus
Transferred	06/22/2004	Staging	O30073564	P30004998	T30000227		

History:	Date	Action	User	Activity Description
	2004/06/08	Assigned	chambleead	710
	2004/06/15	Etching	receiver	
	2004/06/15	Etched	receiver	
	2004/06/21	Packed	SASSEENTD	27408, 710
	2004/06/21	Warehoused	PLH	27408, 710 Received from Packing
	2004/06/22	Staged	byrdsr	T:T30000227 P:P30004998
	2004/06/22	Transferred	byrdsr	To: OHL on T30000227

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description
710	27408	MAY	06/21/2004	Model 710 W/Scope Bolt Action Centerfire Rifle 22" Barrel .270 Cal. W/4 Shot Mag Box

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment DelNoteNbr	HoldStatus
Shipped	06/25/2004	Intransit	O30073564	P30004998	T30000227	169796 0081075860	

story:	Date	Action	User	Activity Description
	2004/06/23	TransferRcv	RLE	Transfer: T30000227 RF
	2004/06/23	Received	kimbleoi	From: MAY on T30000227
	2004/06/23	LocChange	RLE	Location: FABF10 RF
	2004/06/25	ShipUnitAdd	REK	Shmt:169796 PO:99615P-TL SU:S10560275 - RF
	2004/06/25	Shipped	richmondgm	Shmt: 169796 Delv: 0081075860

Local BATF

Date	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2004/06/25	SHIP	OHL	ACADEMY CORP	77449	0081075860	richmondgm	99615P-TL

Location: Arms Service Repairs

Repair Nbr	StatusDate	SerialNbr	Replacement	Description
RE00120705	11/29/2006	71173635		Model 710 Center Fire Caliber: 270 WIN

Location: Remington Authorized Repair Centers

Not on File at this location

Location: Non-SAP Serial Number Tracking

Not on File at this location

(PS 07014)

CASE #
687

SAFETY SWITCH IS NOT WORKING PROPERLY -

EVERY NOW AND AGAIN WHEN BOLTED, WHEN SWITCHED TO

13/4#
PY 6/04FIRE POSITION THE GUN WILL SOMETIMES FIRE WITHOUT
ANYTHING TOUCHING TRIGGER.ALSO THE TRIGGER IS VERY SENSITIVE.
THE BOLT IS REALLY TIGHT.

HARRY PENEGUY

(50A) 512-2182

Serial
Number:

71173635

Model: 710



RE00120705

TRIG. ASSM. SET SCREWS ALTERED.
 APPARENT REC-TWENTY NAILS ~~ARE~~ HAVE BEEN
 MIS ALIGNED OUTSIDE OF.
 FINESTON. Repair as needed AT
 1/2 WSP. Good - with gas tank.
 (Quote
 Replace TPA.)

PS 07015

Status: ApprovalHold 11/29/2006 10:52:38 AM

Customer:

Received From

Return To:

Received From

Name: 50 ACADEMY SPORTS AND OUTDOORS

50 ACADEMY SPORTS AND OUTDOORS

Address 1: 61107 AIRPORT ROAD

61107 AIRPORT ROAD

Address 2: _____ PO Box: _____

PO Box:1

City: SLIDELL

SLIDELL

State: LA Zip Code: 70460

Country: US

State: LA

Zip Code: 70460

Country: US

FFL:

--	--	--	--	--	--

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M993	FIRE SOMETIMES WHEN S

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Trigger assembly set screw altered. Appears receiver insert rails have been misaligned outside of factory. Repair as needed at 1/2 MSP. Good-will gesture.

Repairman's Comments

CSR Comments

[illegible]

Repair Search

Refresh

Close

Status: ApprovalHold 11/29/2006 10:52:38 AM

Customer:

Received From

Return To:

Received From

50 ACADEMY SPORTS AND OUTDOORS

61107 AIRPORT ROAD

PO Box:

City: SLIDELL

SLIDELL

State: LA Zip Code: 70460

Country: US

State: LA

Zip Code: 70460

Country: US

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Parts:	32.00
Labor:	7.50
Ship/Handling:	6.00
Est State Tax:	1.02
Total:	47.32

☒ Charge Taxes

Close

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

Number: **RE00120705** Serial: 71173635 Model: 710 Center Fire Caliber: 270 WIN Produced: 06/21/2004 Repairman: **Chuck Dekane**
 v Repair: Status: **Shipped: 12/29/2006 4:00:01 PM**

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **50 ACADEMY SPORTS AND OUTDOORS** **50 ACADEMY SPORTS AND OUTDOORS**

Address 1: **61107 AIRPORT ROAD** **61107 AIRPORT ROAD**

Address 2: PO Box: PO Box:

City: **SLIDELL** **SLIDELL**

State: **LA** Zip Code: **70460** Country: **US** State: **LA** Zip Code: **70460** Country: **US**

FBI:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Contact Information: Phone: **281 646 5565** Fax: Email: Comments:

Received Condition: Fair: Condition Notes: CSR Notes:

Accessories Received:

Code	Desc	Qty
A007	With Stud	2
A010	Hard Case	1
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

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

suprfl: 1/3/2007 3:43 PM CAPS NUM INS SCRD

start | 2 Inbox - Microsoft O... | 2 Park Search by Mel... | 5 Arms Services Rep... | 2 2 Microsoft Office... | 2 closed Cases - M... | 10:00:01 PM

(PS 07017A)

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Number: RE00120705

Serial: 71173535 Model: 710 Center Fire Caliber: 270 WIN Produced: 06/21/2004

Repairman: Chuck Dekanek

Status: Shipped 12/29/2006 4:00:01 PM

Address Information

Customer:Received From:

Return To:Received From:

Name:50 ACADEMY SPORTS AND OUTDOORS

Address 1:61107 AIRPORT ROAD

Address 2:PO Box:

City:SLIDELL

State:LA Zip Code:70460 Country:US

State:LA Zip Code:70460 Country:US

FEL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE
M993	FIRES SOMETIMES WHEN S

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

Trigger assembly set screw altered Appears receiver insert rails have been misaligned outside of factory Repair as needed at 1/2 MSP. Good-will gesture.

Repairman's Comments

CSR Comments

Repair Search

Refresh

Close

supply11/3/20073:43 PMEARSNUMINBSERI

startInbox - Microsoft...Part Search by Mkt...Arms Services Rep...22 Microsoft Offi...Closed Cases - Mkt...

343 PM

2:39 PM

(PS 07017 B)

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: **RE00120705** Serial: 71173635 Model: 7101 Center Fire Caliber: 270 WIN Produced: 06/21/2004 Repairman: Chuck Dekanski Status: Shipped 12/29/2006 4:00:01 PM

Address Information

Customer: **50 ACADEMY SPORTS AND OUTDOORS** Received From: **50 ACADEMY SPORTS AND OUTDOORS**

Name: **50 ACADEMY SPORTS AND OUTDOORS** Return To: **50 ACADEMY SPORTS AND OUTDOORS**

Address 1: **61107 AIRPORT ROAD** Address 2: **61107 AIRPORT ROAD**

City: **SLIDELL** PO Box: PO Box:

State: **LA** Zip Code: **70460** Country: **US** State: **LA** Zip Code: **70460** Country: **US**

FFL:

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing			
Part	Qty	Description	Need	Inv	Kit	Avail	Recy	Wint	Price	Disc	ExAmt
F300345	P	710 BOLT STOP	1	1	0	1	1	N	3.00	50	1.50
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	N	55.00	50	27.50
F300539	P	710 BACKER, LEFT	1	1	0	1	1	N	3.00	50	1.50
F300540	P	710 BACKER, RIGHT	1	1	0	1	1	N	3.00	50	1.50
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	N	1.00	50	6.00
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	50	7.50

Parts: **32.00**
Labor: **7.50**
Ship/Handling: **8.00**
Est State Tax: **1.82**
Total: **47.32**
☒ Charge Taxes

Repair Search Refresh Close

11/3/2007 3:44 PM CAPS NUM INS SCRL

start Inbox - Microsoft... Part Search by Mcl... Arms Services Rep... 2 Microsoft Offit... Closed Cases - Mcl...

(PS 07017c)

PS 07017 D

PS 07017 E

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.
Product Service
Legal Case #:354

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
115874	8/29/2006	8/30/2006	8/30/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Rick	Ritchter	Ricks Guns	7001 Kitlisa Drive	Anchorage	AK	99502	W 907-248-1499 F 907-248-3310

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4006 Fired on bolt closing Concern:1008 Fired on Bolt Closing	Altered Adjustments or Components	Unknown	

Gun Shop claims that the shooter bought the rifle 3 years ago and this is the first time he fired the rifle. However, we found the Trigger assembly set screw positions altered creating an unsafe condition.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/270 WIN	27408	71102765	LX	2/21/2003
Date Purchased	Where Purchased	Accessories	Original Owner			
8/18/2003	SIMMONS GUN SPECIALTIES I	SCOPE BASE	Y			

CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV

New TA

Repair/Replacement Cost	Repair/Replacement Date

Replace receiver insert, check over completely, clean action at 1/2 MSP.

(PS 07018)

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/30/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SCREWS ALTERED
Barrel	Description		22" 270 WIN
	Date Code		LX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	METAL RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	RUSTY
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	

(PS 07019)

PrintDisplay

Page 3 of 3

Sear	Lift	---Select---	
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG ASSM SCREWS ALTERED
	Pull	---Select---	
	Altered	True	

PS 07020

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

Number: **RE00115674** Serial: 71102765 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003 Repairman: Status: New 8/29/2006 2:34:01 PM

Verify Repair

Address Information

Customer: ☒ Received From ☐ Return To ☐ Received From

Name: **RICKS GUNS**

Address 1: **7001 KITLISA DRIVE** Address 2: **7001 KITLISA DRIVE**

City: **ANCHORAGE** P.O. Box: **ANCHORAGE**

State: **AK** Zip Code: **99502** Country: **US** State: **AK** Zip Code: **99502** Country: **US**

FEL **9 92 020 01 7M 00230 12.1.07**

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1					Current Status	
8/23/2006 9:49:4	New	championrj	Repair Added			<input type="checkbox"/> Shipping Hold		New	
8/29/2006 2:34:0	Update	sanguinegl	Repair information change			<input type="checkbox"/> InterFace Hold		8/29/2006 2:34:01 PM	
8/29/2006 2:37:0	Expedite	sanguinegl	From: Check In			<input type="checkbox"/> Estimate Sent		sanguinegl	
8/30/2006 12:53	Expedite	pencarl	From: Product Services			<input type="checkbox"/> Parts Received		Repair Bench	
						<input type="checkbox"/> Passed Inspection		Repair Location	
						<input type="checkbox"/> Return As Received		ILN	
						<input type="checkbox"/> Has been Approved		Current Location	
						<input type="checkbox"/> Internal Repair		ILN	
								Transfer Number	

Repair Search Refresh Close

suprll 9/30/2006 3:07 PM CAPS NUM INS SCRL

start Inbox - Microsoft Outlook Microsoft Word Arms Services Repair Current Cases - Micro 3:07 PM

(PS 07021)

CASE#
354

LX 2/03
22"

RICK'S GUNS



7001 Kitlisa Drive • Anchorage, AK 99502 • Phone (907) 248-1499 • Fax (907) 248-3310

Date: Aug 7, 2006

To: Remington Firearms

From: Rick Richter, Rick's Guns

Subj: Rem. 710 Sportsman 270 Win
Ser # 71102765

We purchased the enclosed rifle through Simmons Gun Specialties in August 2003. We resold the rifle to Mr. Clint Lentfer in September 2003. The buyer put the rifle away without firing it. A week ago he decided to shoot the rifle. He found that there is a problem with the firing mechanism. The gun fires when the bolt is closed. The rifle is not safe to operate in this condition. It appears that something is wrong with the trigger. The buyer is a responsible businessman who has purchased numerous firearms from us. We have no reason to doubt his story. In that the problem occurred the first time the buyer tried to fire the rifle we believe the repair should be cover by warranty.

Please inspect the rifle and call use with your findings.

Thanks for your help

TRIG. ASSM. SET SCREWS
ALTERED - UN SAFE COND.
PLACE REC. INSERT, CHECK
OVER, CLEAN AT 1/2 MSP.

U

Serial Number:

71102765

Model: 710



RE00115874

(PS 07022

* * * * * P A C K I N G L I S T * * * * *

5994737

FEL #
5-48-091-01-5C-10386

SIMMONS GUN SPECIALTIES, INC.
20241 W 207TH
SPRING HILL KS 66083

PAGE 1
DATE 8/18/03

SOLD TO 907-248-1499
208057 RICKS GUNS
RICK RICHTER
7001 KITLISA
ANCHORAGE

SHIP TO

AK 99502

ORDRD	SHPD	ITEM #	CTN	DESCRIPTION	UNIT PRICE	AMOUNT
1		1 RAG7408	01	REM 710 SPORTSMAN 270WIN W/SCP	296.95	296.95
		SERIAL#		71102765		
1		1 RAG7410	01	REM 710 SPORTSMAN 30-06 W/SCP	296.95	296.95
		SERIAL#		71088094		
1		1 ZZZCRCARD	01	UNEARNED CASH DISCOUNT	16.33	16.33
MDSE. TOTAL						610.23
+ FRT. CHG.						59.42
SUB-TOTAL						669.65
INV. TOTAL						669.65

ALL BACKORDERS ARE CANCELLED.
PLEASE REPORT ANY SERIAL # DISCREPANCIES.

* * * * * THIS IS NOT A BILL * * * * *

* * * THIS SHIPMENT CONTAINS 1 CARTONS * * *

PS 07023

BARBER - Kinzer PPS GAL RE0006086

BARBER - Kinzer PPS GAL RE0006086

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

air Number: **RE00115874** Serial: 71102765 Model: 7103 Center Fire Caliber: 270 WIN Produced: 02/21/2003 Repairman: Chuck Dekanek Status: Shipped 3/5/2006 4:00:01 PM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **RICKS GUNS** **RICKS GUNS**

Address 1: **7001 KITLISA DRIVE** **7001 KITLISA DRIVE**

Address 2: **PO Box** **PO Box**

City: **ANCHORAGE** **ANCHORAGE**

State: **AK** Zip Code: **99502** Country: **US** State: **AK** Zip Code: **99502** Country: **US**

FFL: **9 92 020 01 7M 00230 12.1.07**

Contact / Condition Problems Estimate History / Status Shipping / Billing

Contact Information

Phone: **907-248-1499**

Fax: **907-248-3310**

Email:

Comments:

Received Condition

Fair:

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A003	Less Clip	1
A007	With Stud	2
A010	Hard Case	1
A017	Scope Base	1

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

suprylt: 1/3/2007 3:27 PM BAPS NUM: INS: 9CRL

start Inbox - Microsoft O... Part Search by Rel... Arms Services Rep... Services Database... Customer Service O... 3:27 PM

(PS 07023 A)

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00115874** Serial: 71102755 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003 Repairman: Chuck Dekanek Status: Shipped 5/5/2006 4:00:01 PM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **RICKS GUNS** **RICKS GUNS**

Address 1: **7001 KITLISA DRIVE** **7001 KITLISA DRIVE**

Address 2: PO Box: PO Box:

City: **ANCHORAGE** **ANCHORAGE**

State: **AK** Zip Code: **99502** Country: **US** State: **AK** Zip Code: **99502** Country: **US**

EFL: **9 92 020 01 17M 00230 12.1.07**

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

Problems Reported:

Code	Desc
M995	FIRES OUT OF BATTERY

Problems Found:

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes:

Trigger assembly screws altered unsafe condition. Replace receiver insert check over and clean at 1/2 MSP. Test w/ slave magazine box.

Repairman's Comments:

CSR Comments:

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

supryl 1/3/2007 3:27 PM CAPS NUM TNS SCRL

start Inbox - Microsoft O... Part Search by M... Arms Services Rep... Service Database... Customer Service O... 3:27 PM

(PS 07023 B)

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: **RE00115874** Serial: 71102755 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003 Repairman: Chuck Dekanel Status: Shipped: 9/5/2006 4:00:01 PM

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **PICKS GUNS** **PICKS GUNS**

Address 1: **7001 KITLISA DRIVE** **7001 KITLISA DRIVE**

Address 2: **PO Box** **PO Box**

City: **ANCHORAGE** **ANCHORAGE**

State: **AK** Zip Code: **99502** Country: **US** State: **AK** Zip Code: **99502** Country: **US**

FFL: **9 92 020 01 7M 00230 12.1.07**

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

Part	Qty	Description	Need	Inv	Kit	Aval	Recv	Wint	Price	Disc	Ext Amt
F300401	P	710 RECEIVER INSERT A	1	1	0	1	1	N	55.00	50	27.50
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	N	1.00	50	6.00
4000118	S	GR-CLEAN	1	1	0	0	0	N	20.00	50	10.00
4000119	S	GR-TEST	1	1	0	0	0	N	15.00	50	7.50

Parts: **27.50**

Labor: **17.50**

Ship/Handling: **6.00**

Est State Tax: **.00**

Total: **51.00**

☒ Charge Taxes

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

supryl 1/3/2007 3:27 PM CAPS NUM INS SCPL

start | Inbox - Microsoft... | Port Search by Mat... | Arms Services Rep... | Service - Databases... | Customer Service...

(PS 07023 C)

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: **RE00115874** Serial: 71102755 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003 Repairman: **Chuck Dekansk**
Status: **Shipped: 9/5/2006 4:00:01 PM**

Address Information

Customer: **RICKS GUNS** Received From: **RICKS GUNS** Return To: **RICKS GUNS**
Address 1: **7001 KITLISA DRIVE** Address 2: **7001 KITLISA DRIVE** PO Box:
City: **ANCHORAGE** City: **ANCHORAGE** PO Box:
State: **AK** Zip Code: **99502** Country: **US** State: **AK** Zip Code: **99502** Country: **US**

FFL **9 92 020 01 7M 00230 12.1.07**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
8/23/2006 9:49:4	New	championrj	Repair Added	Shipped
8/29/2006 2:34:0	Update	sanguinegf	Repair information change	9/5/2006 4:00:01 PM
8/29/2006 2:37:2	Expedite	sanguinegf	From: Check In	System
8/30/2006 12:53:	Expedite	pencerl	From: Product Services	Packing
8/31/2006 11:34:	Estimate	dekanskcg	Estimate Update	Repair Location
8/31/2006 11:35:	Repairing	System	Immediate SAP Allocation	ILN
8/31/2006 2:42:3	Expedite	pencerl	From: Repair Bench	Current Location
9/1/2006 12:33:1	Expedite	pencerl	From: Gallery	ILN
				Transfer Number

☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☒ Parts Received ☒ Passed Inspection ☐ Return As Received ☐ Has Been Approved ☐ Internal Repair

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

suprill: 1/3/2007 3:28 PM TAPS NUM INS SCRL

Start | InBox - Microsoft ... | Part Search by Mkt... | Arms Services Rep... | PService : Databases... | Customer Service ... | 3:28 PM

(PS 07023 0)

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: **RE00115874** Serial: 71102755 Model: 710 Center Fire Caliber: 270 WIN Produced: 02/21/2003 Repairman: Chuck Dekanek Status: Shipped 9/5/2006 4:00:01 PM

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From:

Name: **FICKS GUNS** **FICKS GUNS**

Address 1: **7001 KITLISA DRIVE** **7001 KITLISA DRIVE**

Address 2: PO Box: PO Box:

City: **ANCHORAGE** **ANCHORAGE**

State: **AK** Zip Code: **99502** Country: **US** State: **AK** Zip Code: **99502** Country: **US**

FPL: **9 92 020 01 7M 00230 12.1.07**

Shipping Method and Charges:

Standard S/H Charges: **0**

Additional S/H Charges: **00**

Total S/H Charges: **0**

Shipment Tracking: **121148134G00281932**

Repair Type: **Firearm**

Payment Method: **COD**

Bill To Address:

Name: **FICKS GUNS**

Address 1: **7001 KITLISA DRIVE**

Address 2: PO Box:

City: **ANCHORAGE**

State: **AK** Zip Code: **99502** Country: **US**

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

supryll 1/3/2007 3:28 PM CAPS NUM INC SERIAL

Start Inboxes - Microsoft Port Search by Net Arms Services Rep. Service : Databases Customer Service

(PS 07023 E)

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.
Product Service
Legal Case #:398

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
116788	9/13/2006	9/14/2006	9/14/2006	8/29/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jeremy	West	4208 Rhode Island Ave	Edmond	OK	73013		H 405-410-2144

Incident Information

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

He claims that he was sighting the gun in and as he closed the bolt the rifle fired. We could not get the rifle to fire.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	710/7MM REM MA	27412	71226327	KZ	5/16/2005 10:26:37 PM

Date Purchased	Where Purchased	Accessories	Original Owner
8/27/2006	ACADEMY CORP	SCOPE,RINGS,BASE	Y

CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date	C: D: A: I:
Reimbursement			385.35		9/14/2006	
Repair/Replacement Cost	Repair/Replacement	Repair/Replacement Date				

PS 07024

We could not duplicate the customers concern. Talked with customer and he was not sure how it happen. He accepted our offer of a full refund. Rifle to be scrapped.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/14/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Lift	---Select---	

PS 07025

PrintDisplay

Page 3 of 3

Sear	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

(PS 07026)

ORIGINAL

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: Jeremy West
 Location/Extension of Originator 09/14/06 Street and No. 4208 Rhode Island Avenue
 Date Prepared _____ City Edmond State OK Zip Code 73013

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

Vendor Code _____

Pmt Method _____

Description	Total	
	Dollars	Cents
To reimburse customer for Model 710 rifle that was returned to Remington.	385	35
Reference Jeremy West file in Product Service and R&E#: 116788.		

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: Fred Supry

Signed: _____

Date: _____

9/14/2006

Gross

385.35

Discount

Net

385.35

For Treasury Use Only

Date Paid _____

Ref. No. _____

Bank Acct _____

JSD Amt _____

(if in Foreign Currency)

PS 07027

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

Number: **RE00116780** Serial: 71226327 Model: 710 Center Fire Caliber: 7MM W/SCOPE Produced: 05/16/2005 Repairman: Status: New 9/13/2006 2:29:54 PM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **JEREMY WEST** **JEREMY WEST**

Address 1: **4208 RHODE ISLAND AVE** **4208 RHODE ISLAND AVE**

Address 2: PO Box PO Box

City: **EDMOND** **EDMOND**

State: **OK** Zip Code: **73013** Country: **US** State: **OK** Zip Code: **73013** Country: **US**

FFL:

Contact / Condition		Problems		Estimate		History / Status		Shipping & Billing	
Date	Code	User ID	Desc1					Current Status	
9/8/2006 11:27:2	New	championd	Repair Added					New	
9/13/2006 1:00:5	Comment	osteenrw	Consumer Contact for Repair Status					9/13/2006 2:29:54 PM	
9/13/2006 2:29:5	Update	valentids	Repair information change					valentids	
9/13/2006 2:30:5	Expedite	valentids	From: Check In					Product Services	
								Repair Location	
								IGN	
								Current Location	
								IGN	
								Transfer Number	

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

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

supryll 9/14/2006 8:15 AM CAPS NUM INS SCRL

Start Inbox - Microsoft Out... Arms Services Repair Search for a Serial Num... Closed Cases - Micros... 8:15 AM

Contact Customer on 405-410-2144 (Edmond, OK 73013)

Customer accepted offer for full reimbursement of \$385.35.

(PS 07028)

Academy®

SPORTS+OUTDOORS

ACADEMY @ EDMOND 405-715-4530

08/27/06 15:28

172337 SALE

3380 0085 201

REMINGTON 710 7MM / 9758632

SERIAL # 71226327

1 @ 1 for 318.00 MDS 318.00

7MM REM MAG/150 GR / 6649180

1 @ 1 for 26.87 MDS 26.87

ALLEN SCOPED RIFLE / 5562053

1 @ 1 for 12.76 MDS 12.76

SUBTOTAL 357.63

7.75% SALES TAX 27.72

TOTAL 385.35

<<ELEC SIGNATURE CAPTURED 3380 1>>

VISA/Master Card 385.35

XXXXXXXXXXXX7167 EXP

JEREMY/D WEST AUTH 132253

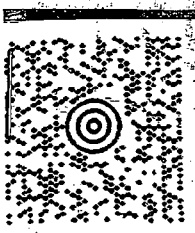
The Right Stuff The Low Price

APPLY FOR AN ACADEMY CREDIT CARD NOW!



20060827152909008502013380

8/27/06 15:29

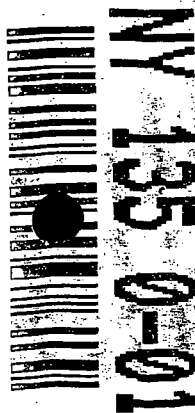


TELION NY 13357-1888

SHIP ARMS SERVICES
TO: REMINGTON ARMS CO.
14 HOEFLE AVE

NY WEST
410-2144
8 RHODE ISLAND AVE
MOND OK 73013-4747

11 LBS 11 OF 1



NY 135 0-01

PS 07029

CASE #
39824"
5#
1225/05

To whom it may concern,

I purchase this rifle on 8/27/06
on 8/29/06 I went to sight it in.
I got five rounds off and on sixth the
rifle went off when I closed the Bolt.
I had two people with me that witnessed
the gun fire by itself. I know I don't
have to explain how dangerous this was. I
don't have a problem with remington everyone
in my family owns one. Although I don't think
I could trust the model 710 again, ever.
I will never shoot one again, or will I hunt
in the same field where one is being used.
Please have someone contact me with my
options. 405-410-2144 Jeremy West
Thank you.

P.S. Preferably before season starts.

Serial
Number:

71226327

Model: 710



RE00116788

188

could not duplicate concern
AT Bench.

PS 07030

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

Number: **RE00116788** Serial: **Z1226327** Model: **710** Center Fire Caliber: **7MM-W/SCOPE** Produced: **05/16/2005** Repairman: **New 9/13/2006 2:29:54 PM**

Address Information

Customer: **JEREMY WEST** Received From: **JEREMY WEST**

Address 1: **4208 RHODE ISLAND AVE** Address 2: **PO Box**

City: **EDMOND** State: **OK** Zip Code: **73013** Country: **US**

FPL: **OK**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
9/8/2006 11:27:2	New	championd	Repair Added	
9/13/2006 1:00:5	Comment	osteenmw	Consumer Contact for Rep	
9/13/2006 2:29:5	Update	valentds	Repair information change	
9/13/2006 2:30:5	Expedite	valentds	From: Check In	To:
9/14/2006 10:00:	Comment	supryll	APV issued for refund	Rifle to be scrapped

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Current Status: **New**

Product Services: **9/13/2006 2:29:54 PM**

Repair Location: **valentds**

Current Location: **ILN**

Transfer Number: **ILN**

Repair Search Refresh Close

supryll 9/14/2006 10:00 AM 1036 INQM IN6 15661

Start Inbox Microsoft Outlook Arms Services Repair Search for a Serial N... Closed Cases - Micro... Microsoft Excel 10:00 AM

PS 07031

Arms Services Repair & Estimate System																								
<div> File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help </div>																								
<div> <div>Repair Inquiry</div> <div> <div> <div> Repair Number: RE00116788 </div> <div> Serial: 71226327 Model: 710 Center Fire Caliber: 7 MM W/SCOPE Produced: 05/16/2005 </div> <div> Repairman: Robert Frink </div> <div> Status: Closed: 9/14/2006 1:16:53 PM </div> </div> </div> </div>																								
<div> <div>Address Information</div> <div> <div> Customer: <input checked="" type="radio"/> Received from Return to: <input type="radio"/> Received from </div> <div> Name: JEREMY WEST </div> <div> Address 1: 4208 RHODE ISLAND AVE </div> <div> Address 2: PO Box: </div> <div> City: EDMOND </div> <div> State: OK Zip Code: 73013 Country: US </div> </div> <div> <div> Name: JEREMY WEST </div> <div> Address 1: 4208 RHODE ISLAND AVE </div> <div> Address 2: PO Box: </div> <div> City: EDMOND </div> <div> State: OK Zip Code: 73013 Country: US </div> </div> </div>																								
<div> <div> FFL </div> </div>																								
<div> <div> Contact / Condition Problems Estimate History / Status Shipping / Billing </div> </div>																								
<div> <div> <div> Contact Information </div> <div> Phone: 405 410 2144 </div> <div> Fax: </div> <div> Email: </div> <div> Comments: </div> </div> <div> <div> Received Condition: </div> <div> Fair: </div> <div> Condition Notes: </div> <div> CSR Notes: </div> </div> <div> <div> Accessories Received: </div> <table border="1"> <thead> <tr> <th>Code</th> <th>Desc</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>A007</td> <td>With Stud</td> <td>2</td> </tr> <tr> <td>A016</td> <td>Scope Rings</td> <td>2</td> </tr> <tr> <td>A017</td> <td>Scope Base</td> <td>1</td> </tr> <tr> <td>A026</td> <td>Scope</td> <td>1</td> </tr> </tbody> </table> </div> </div>										Code	Desc	Qty	A007	With Stud	2	A016	Scope Rings	2	A017	Scope Base	1	A026	Scope	1
Code	Desc	Qty																						
A007	With Stud	2																						
A016	Scope Rings	2																						
A017	Scope Base	1																						
A026	Scope	1																						

Repair Search Refresh Close									
Supply 1/3/2007 3:33 PM CAPS NUM INS SCRL									
Inbox - Macros... Part Search b... Arms Services ... Firearms & Del... Customer Serv... Closed Cases ...									

PS 07031 A

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair NumberRE00116788

Serial: 71225327 Model 710 Center Fire Caliber 7MM W/SCOPE Produced 05/16/2005

RepairmanRobert Fink

StatusClosed 9/14/2006 1:16:53 PM

Address Information

CustomerNameJEREMY WEST

Received FromReturn To

Address 14208 RHODE ISLAND AVE

Address 2PO Box

CityEDMOND

StateOK Zip Code73013 CountryUS

CustomerNameJEREMY WEST

Received FromReturn To

Address 14208 RHODE ISLAND AVE

Address 2PO Box

CityEDMOND

StateOK Zip Code73013 CountryUS

FFL

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Problems Reported

CodeDesc

M992FIRED WHEN CLOSING BOL

Problems Found

CodeDesc

M123FORWARD TO PRODUCT SE

Repair Notes

Could not duplicate concern at bench. Customer refunded by Product Service. Scrap rifle and dose repair. 9/14/06 FLS

Repairman's Comments

CSR Comments

Repair Search

Refresh

Close

supply17/3/20071:33 PMCAPSNUMINS

startInbox - Microsoft...Part Search by Mtl...Arms Services Rep...2 Microsoft Office...2 Closed Cases - Mtl...

PS 07031 B

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00116788
Serial: 71226327 Model: 710 Center Fire Caliber 7.62MM W/SCOPE Produced: 05/16/2005
Repairman: Robert Frink
Status: Closed 9/14/2006 1:15:53 PM

Address Information

Customer: JEREMY WEST
Address 1: 4208 RHODE ISLAND AVE
Address 2: PO Box
City: EDMOND
State: OK Zip Code: 73013 Country: US

Received From: JEREMY WEST
Address 1: 4208 RHODE ISLAND AVE
Address 2: PO Box
City: EDMOND
State: OK Zip Code: 73013 Country: US

FFL

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Part	Type	Description	Need	Inv	Kil	Avail	Recv	Wint	Price	Disc	ExtAmt

Parts: .00
Labor: .00
Ship/Handling: .00
Est.State Tax: .00
Total: .00
☒ Charge Taxes

Repair Search

RefreshClose

sunrft1/3/20073:33 PMCAPSNUMINS

startInbox - Microsoft...Part Search by Mel...Arms Services Rep...22 Microsoft Offi...Closed Cases - Me...3:33 PM

PS 07031 c

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: **RE00116788** Serial: 71226327 - Model: 710 - Center Fire - Caliber 7 MM W/SCOPE - Produced: 05/15/2005 Repairman: **Robert Fink** Status: **Closed 9/14/2006 1:16:53 PM**

Address Information

Customer: **JEREMY WEST** Received From: **JEREMY WEST** Return To: **JEREMY WEST**

Address 1: **4208 RHODE ISLAND AVE** Address 2: **PO Box** City: **EDMOND** State: **OK** Zip Code: **73013** Country: **US**

FFL: **OK** Zip Code: **73013** Country: **US**

History / Status

Date	Code	User ID	Desc1
9/8/2006 11:27:2	New	championd	Repair Added
9/13/2006 1:00:5	Comment	osteenrww	Consumer Contact for Repair Stat
9/13/2006 2:29:5	Update	valentds	Repair information change
9/13/2006 2:30:5	Expedite	valentds	From: Check In
9/14/2006 10:00:	Comment	supryfl	APV issued for refund
9/14/2006 1:03:4	Expedite	pencerfl	From: Product Services
9/14/2006 1:08:2	Estimate	frinkre	Estimate Update
9/14/2006 1:16:5	Closed	Travisbw	

Shipping / Billing

Current Status: **Closed**
 9/14/2006 1:16:53 PM
 Repair Location: **ILN**
 Current Location: **ILN**
 Transfer Number: **ILN**

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

supryfl 1/3/2007 3:33 PM CAPS NUM JINS SCRU

start Inbox - Microsoft Outlook Part Search by Mtd... Arms Services Rep... 2 Microsoft Office... Closed Cases - Mtd...

(PS 07031 D)

PS 07031 E

Remington Arms Co., Inc.
Product Service
Legal Case #:724

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/29/2006		11/24/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jesse	White	824 Preakness Lane	Florence	SC	29501	21	C 843-260-7428

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot through vehicle	Cause:4079 Other - Unexamined Concern:1028 Fired With Safe ON		Unknown	
S				
C				

PI

PD Shot through vehicle

Cause:4079 Other - Unexamined
Concern:1028 Fired With Safe ON

Unknown

S

C

11/29/06-Jesse was hunting with wife and friends. Gun was loaded, came back to vehicle, set down rifle, took gloves off so he could unload it, gun went off when he picked up the firearm. Safety was on. It shot a hole through the seats & door of his 2004 Denali. No one was injured. He does not want this rifle and asked if we could help to cover deductible on vehicle. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71318571		8/9/2006 10:43:18 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 0630		Y			

11/29/06-serial number not available at time of call. He will call back with this information.lw 11/30/06-serial added.lw

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	Ballistic Tip/150gr	30-06				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

PS 07032

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
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Repair/Replacement Cost	Repair/Replacement Date
----------------------------	----------------------------

11/29/06-Sending ARS, Ltr, & box to get firearm in. Offered to replace rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

(PS 07033)

BARBER - Kinzer PPS GAL RE0006107

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
710	27410	MAY	8/9/2006	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 22" BARREL .30-06 CAL. W/ 4 SHOT MAG BOX

Date	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
06/08/17	SHIP	OHL	WAL-MART STORE	0630	29501	0081337697	almolt 2300369837

FFL:1-57-041-01-8C-00425

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Not on File at this location

Location: Mayfield

Modelid	Material	ProdLoc	ProdDate	Description
710	27410	MAY	08/09/2006	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 22" BARREL .30-06 CAL. W/ 4 SHOT MAG BOX

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Transferred	08/14/2006	Staging	030123767	P30008936	T30000418			

History:	Date	Action	User	Activity Description
	2006/07/21	Assigned	helferpe	710
	2006/07/23	Etching	receiver	
	2006/07/23	Etched	receiver	
	2006/08/09	Packed	caylorbk	27410, 710
	2006/08/09	FivePack Add	mfdpack	OverPack: 030123767
	2006/08/14	Staged	kelleyyma	T:T30000418 P:P30008936
	2006/08/14	Transferred	kelleyyma	To: OHL on T30000418

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description
710	27410	MAY	08/09/2006	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 22" BARREL .30-06 CAL. W/ 4 SHOT MAG BOX

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Shipped	08/17/2006	Intransit			T30000418	280519	0081337697	

story:	Date	Action	User	Activity Description
	2006/08/15	Received	wrightc	From: MAY on T30000418
	2006/08/15	LocChange	JME	Location: FA44B31 RF
	2006/08/16	PalletBreak	whse01	Pallet: P30008936 Whse Module
	2006/08/16	OverPack Brk	whse01	From OP: 030123767 DMS Staging
	2006/08/17	StageSingle	whse01	Shmt:280519 SU:S11037516 Delv:0081337697 PO:2300369837
	2006/08/17	Shipped	almolt	Shmt: 280519 Delv: 0081337697

Local BATF

Date	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2006/08/17	SHIP	OHL	WAL-MART STORE	0630	29501	0081337697	almolt 2300369837

Location: Arms Service Repairs

Not on File at this location

Location: Remington Authorized Repair Centers

Not on File at this location

Location: Non-SAP Serial Number Tracking

Not on File at this location

(PS 07034)

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/29/06	11/24/06			
Customer Information				
Name	Reporter (Age 21)	Incident (Age)		
Jesse White				
Address	824 Preakness Lane			
City, St Zip	Florence, SC 29501			
Home				
Cell	843-260-7428c			
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury: NONE				
Medical Treatment:				
Claim:				
Incident: Hunting w/ wife & friends				
Round in chamber				
Gun went off shot through vehicle				
2004 Denali - has full coverage on vehicle				
Gun on safe - fired - didn't touch trigger				
Doesn't want Gun. Scared of it.				
Wants us to cover deductible \$500				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	BA	710 / 30-06	710V8571	2006
Date Purchased		Where Purchased	Original Owner	
Ammunition Information				
Factory or Reloads				
Manufacturer		WIN		
Caliber				
Bullet type		BT		
Bullet Weight		150 gr		
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				

PS 07035



November 30, 2006

Jesse White
824 Preakness Lane
Florence, SC 29501

Subject: Model 710 Serial #71318571
RE: Case #724

Dear Mr. White,

We were sorry to learn of the unfortunate incident that you experienced while enjoying your hunting trip. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports. Please keep a track of the receipt from your deductible for your truck and I will see what we can work out with you on this.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for replacement. Per your request, we will destroy your rifle (serial#71318571). I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in cursive script that reads "Laura Watson".

Laura Watson
Consumer Affairs Administrator
Remington Arms Company
Madison, NC

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

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

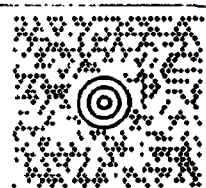
PS 07036

JESSE WHITE
824 PREAKNESS LANE
FLORENCE SC 29501

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

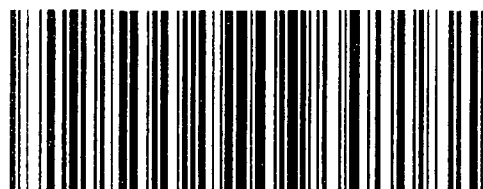


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6592 7256



BILLING: 3RD PARTY
DESC:
RETURN SERVICE

REF 1: JESSE WHITE/LW

UOM 6.0.16 UPS Thermal 2 60.1A 10/2006



International Shipping Notice: Carriage insurance may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Consistent with U.S. law prohibited. For shipping please call 1-800-451-7899.

United Parcel Service, Louisville, KY

(PS 07037)

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

Number

RE00121937

Serial

71318571 REPLACEMENT 71323541

Repairman

Bruce Travis

Repair

High Priority

Model

710 Center Fire Caliber 30.06 SPRG

Status

Packed 1/3/2007 1:12:59 PM

Address Information

Customer

Received From

Return To

Received From

Name

JESSE WHITE

JESSE WHITE

Address 1

824 PREAKNESS LANE

824 PREAKNESS LANE

Address 2

PO Box

City

FLORENCE

FLORENCE

State

SC

Zip Code

29501

Country

US

State

SC

Zip Code

29501

Country

US

FPI

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Contact Information

Phone

843-260-7420

Fax

Email

Comments

Received Condition

Fair

Condition

Notes

CSR

Notes

Accessories Received

Code	Desc	Qty
A002	Less Mag Box	1
A007	With Stud	2
A016	Scope Rings	2
A017	Scope Base	1
A026	Scope	1

Repair Search

Refresh

Close

Supply

1/3/2007

3:45 PM

CAPS

NUM

INS

SRD

start

Inbox - Microsoft...

Part Search by M...

Arms Services Rep...

2 Microsoft Offi...

Closed Cases - M...

1/3/2007 3:45 PM

PS 07037 A

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

Number: **RE00121937** Serial: 71318571 REPLACEMENT: 71323541
Repair: **High Priority** Model: 710 Center Fire Caliber: 30-06 SPRG
Status: **Packed 1/3/2007 1:12:59 PM**
Repairman: **Bruce Travis**
Produced: 06/09/2006

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **JESSE WHITE** **JESSE WHITE**

Address 1: **824 PREAKNESS LANE** **824 PREAKNESS LANE**

Address 2: PO Box: PO Box:

City: **FLORENCE** **FLORENCE**

State: **SC** Zip Code: **29501** Country: **US** State: **SC** Zip Code: **29501** Country: **US**

FFL:

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

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE

Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

Repair Notes

could not duplicate concern per agreement replace in exchange at no charge ramac# 27410 scrap rifle after replaced.

Repairman's Comments

CSR Comments

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

supvyl 1/3/2007 3:45 PM LAPS NUM INS SRL

Start | Inboxes - Microsoft... | Part Search by Mkt... | Arms Services Rep... | 2 Microsoft Offi... | 2 Closed Cases - Mkt... | 3-9-07 3:45 PM

(PS 07037 B)

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

Number: **RE00121937** Serial: 71318571 REPLACEMENT: 71323541
 Model: 710 Center Fire Caliber: 30.06 SFRG
 Produced: 08/09/2006 Repairman: **Bruce Travis**
 Status: **Packed 1/3/2007 1:12:59 PM**

Address Information

Customer: **JESSE WHITE** Received From: **JESSE WHITE**
 Address 1: **824 PREAKNESS LANE** Address 2: **824 PREAKNESS LANE**
 City: **FLORENCE** PO Box: **FLORENCE** PO Box:
 State: **SC** Zip Code: **29501** Country: **US** State: **SC** Zip Code: **29501** Country: **US**
 FFL: **FFL**

Estimate

Part	Type	Description	Need	Inv	Kit	Avail	Recy	Wint	Price	Disc	Ext Amt
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000254	S	GR FIREARM REPLACEM	1	1	0	0	0	Y			

Parts: **00**
 Labor: **00**
 Ship/Handling: **00**
 Est State Tax: **00**
 Total: **00**
☒ Charge Taxes

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

suprill 1/3/2007 3:46 PM CAPS NUM HNS SCRE

start Inbox - Microsoft O... Part Search by M... Arms Services Rep... 2 Microsoft Office ... 2 Closed Cases - Mic... 3:46 PM

(PS 07037 c)

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

Number: **RE00121937** Serial: 71318571 REPLACEMENT: 71323541
 Repair: **High Priority** Model 710 Center Fire Caliber 30 06 SPRG
 Produced: 08/09/2006 Repairman: **Bruce Travis**
 Status: **Packed 1/3/2007 1:12:59 PM**

Address Information

Customer: **JESSE WHITE** Received From: **JESSE WHITE**
 Address 1: **824 PREAKNESS LANE** Address 2: **824 PREAKNESS LANE**
 City: **FLORENCE** PO Box: PO Box:
 State: **SC** Zip Code: **29501** Country: **US** State: **SC** Zip Code: **29501** Country: **US**

FFL:

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

Date	Code	User ID	Desc1
12/13/2006 1:13	New	valentds	Repair Added
12/13/2006 1:19	Expedite	valentds	From: Check In
12/14/2006 4:35	Expedite	Travisbw	From: Product Services
12/14/2006 4:37	Estimate	Travisbw	Estimate Update
12/14/2006 2:29	Maint	pencerl	Repair Maintenance
12/22/2006 9:07	Comment	pencerl	27410 Ordered 12/20
12/23/2006 10:01	Comment	pencerl	27410 Reordered 12/27
1/2/2007 10:01:1	Expedite	pencerl	From: Repair Bench

☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☒ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Current Status
Packed
1/3/2007 1:12:59 PM
Kanedy
Packing
Repair Location
ILN
Current Location
ILN
Transfer Number

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

supply 1/3/2007 3:46 PM TCAFS NUM INS SERE

start **Inbox - Microsoft...** **Part Search by Mt...** **Arms Services Rep...** **2 Microsoft Offi...** **Closed Cases - Mt...** **3:46 PM**

PS 07037 D

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

Number: **RE00121937** Serial: 71318571 REPLACEMENT 71323541 Repairman: **Bruce Travis**
Model: 710 Center Fire Caliber: 30-06 SPRG Status: **Packed 1/3/2007 1:12:59 PM**
Produced: 08/09/2006

Address Information

Customer: **JESSE WHITE** Received From: **JESSE WHITE**
Address 1: **324 PREAKNESS LANE** Address 2: **324 PREAKNESS LANE**
City: **FLORENCE** PO Box: **FLORENCE** PO Box:
State: **SC** Zip Code: **29501** Country: **US** State: **SC** Zip Code: **29501** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Shipping Method and Charges: ☐ UPS Ground ☐ USPS Ground

Standard S/H Charges: **0**
Additional S/H Charges: **0**
Total S/H Charges: **0**

Shipment Tracking:

Repair Type: **Firearm**
Payment Method: **Warranty** Order No: **160040 Standard Warranty**

Bill To Address:
Name: **JESSE WHITE**
Address 1: **324 PREAKNESS LANE**
Address 2: **PO Box**
City: **FLORENCE**
State: **SC** Zip Code: **29501** Country: **US**

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

supryll 1/3/2007 3:46 PM DAPS NUM INS SERL

start Inbox - Microsoft... Port Search by Mat... Arms Services Rep... 2 Microsoft Office... Closed Cases - Mc...

(PS 07037 E)

Remington Arms Co., Inc.
Product Service
Legal Case #:799

(info)

Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
	12/5/2006		12/2/2006			

Owner Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Danny	Rhodes						C 304-767-1400

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
--------	-------	-------------	-------------------	----------------

PI

PD	Shot hole in friends truck door	Cause:4079	Other - Unexamined	
S	Gun fired when bolt closed	Concern:1008	Fired on Bolt Closing	Unknown

C

12/5/06-Cust purchased gun 1 1/2wks ago from Walmart. He had a hard time ejecting the shell. He put 3 shells in the gun and slid the bolt up. It was hard to slide. When he closed the bolt, the gun went off. He took it to Walmart and they would not take it back, just send it in for repair. Cust went to other gun shops and noted that the bolt seems to stick in all of these. He does not feel safe with this rifle and wants his money back or another gun. He said he would take care of his friends truck.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	710/				1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

12/5/06-Serial number not available at time of call.

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair/Replacement Cost	Repair/Replacement Date					

12/5/06-sending ARS & ltr. Cust has box. Agreed to replacement with another comparable model. Cust travels alot and requested that I send label to friend Gary Hodges 221A Coopers Dr. Charleston, WV

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=799&Type=Case>

12/6/2006

PS 07038

Remington Arms Co., Inc.

Product Service

Legal Case #:799

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/5/2006		12/2/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Danny	Rhodes						C 304-767-1400

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in friends truck door	Cause:4079	Other - Unexamined	
S	Gun fired when bolt closed	Concern:1008	Fired on Bolt Closing	Unknown
C				

12/5/06-Cust purchased gun 1 1/2wks ago from Walmart. He had a hard time ejecting the shell. He put 3 shells in the gun and slid the bolt up. It was hard to slide. When he closed the bolt, the gun went off. He took it to Walmart and they would not take it back, just send it in for repair. Cust went to other gun shops and noted that the bolt seems to stick in all of these. He does not feel safe with this rifle and wants his money back or another gun. He said he would take care of his friends truck.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/				1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

12/5/06-Serial number not available at time of call.

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair/Replacement Cost	Repair/Replacement Date					

12/5/06-sending ARS & ltr. Cust has box. Agreed to replacement with another comparable model. Cust travels alot and requested that I send label to friend Gary Hodges 221A Coopers Dr. Charleston, WV

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=799&Type=Case>

12/6/2006

PS 07038

25302.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

pa

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/2/06			
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	Danny Rhodes			
Address	Gary Hodges - 221 A Coopers Dr.			
City, St Zip	Charleston, WV 25309			
Home				
Cell	304-767-1400			
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment: ARS				
Claim: hole in door				
Incident: 1 1/2 wks ago purch.				
hard Ejecting shell - bolt sticking in others at				
pot 3 shells in gun other gun shops.				
slid bolt up, had to				
Bolt closed + gun went off - wants money back				
Took to walmart - they won't take it back or another gun.				
Send gun to us				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710		
Date Purchased	Where Purchased	Original Owner		
		X		
Ammunition Information				
Factory or Reloads				
Manufacturer				
Caliber				
Bullet type				
Bullet Weight				
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				

(PS 07040)



December 6, 2006

Danny Rhodes
c/o Gary Hodges
221 A Coopers Dr.
Charleston, WV 25302

Subject: Model 710
RE: Case #799

Dear Mr. Rhodes,

We were sorry to learn that you had trouble with your new Model 710 rifle. We are certainly glad that you contacted us so that we can work out an agreeable solution with you. As I understand your explanation, the gun fired when you closed the bolt and you no longer feel safe with this model rifle.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and replacement with a comparable rifle. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in cursive script that reads "Laura Watson".

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

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

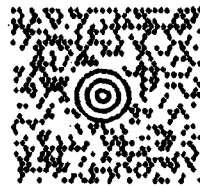
(PS 07041)

C/O GARY HODGES
DANNY RHODES
221 A COOPERS DR
CHARLESTON WV 25302

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

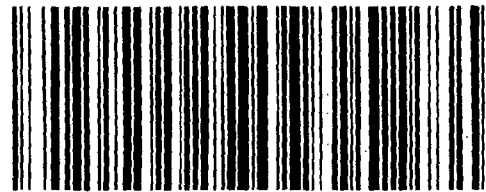


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6654 9154



BILLING: 3RD PARTY
DESC: ...
RETURN SERVICE

REF 1: DANNY RHODES/LW

UOM 8.0.15 UPS Thermal 2 60.1A 10/2006



International Shipping Notice - Packages shipped by air are subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, including its amendments, will apply to the U.S. in accordance with the United States' obligations. Domestic shipments to U.S. are excluded. For shipping rates, call 1-800-350-7850.

(PS 07042)

Craddock, Amanda

m: Watson, Laura M.

nt: Tuesday, December 05, 2006 2:56 PM

To: Media Coordinator Schedule

Subject: ARS requests

4XX596 DEC 05, 2006 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS LP
 TRACKING# 124XX5969066549154
 REF 1: DANNY RHODES/LW
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE REF RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 HZMT 0.00 SD 0.00
 AH 0.00 NTFY 0.00 SP 0.00
 TOT REF CHG 6.58 REF+HANDLING 6.58



www.remington.com

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

ARS LABEL REQUEST

DATE:	12/5/2006	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXX	
DESCRIPTION: Ref: 710			

LABEL INFORMATION

MAIL LABEL TO:	Danny Rhodes c/o Gary Hodges 221 A Coopers Dr. Charleston, WV 25302
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

12/5/2006

PS 07043

(PS 07043 A)

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

Number: RE00121951

Serial: 71234833 REPLACEMENT, G6549533

Repairman: Carl Cotton

Repair: High Priority

Mode: 710, Center Fire, Caliber: 3300 WIN-MAG

Status: Packed 1/3/2007 1:07:42 PM

Address Information

Customer: ☐ Received From

Return To: ☐ Received From

Name: DANNY RHODES

Name: DANNY RHODES

Address 1: 221 A COOPERS DRIVE

Address 1: 221 A COOPERS DRIVE

Address 2: PO Box:

Address 2: PO Box:

City: CHARLESTON

City: CHARLESTON

State: WV Zip Code: 25302 Country: US

State: WV Zip Code: 25302 Country: US

FEL:

FEL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Problems Reported:

Code	Desc
M123	FORWARD TO PRODUCT SE
M993	UNOPENED PRODUCT SERV

Problems Found:

Code	Desc
M993	REPLACEMENT

Repair Note:

Replaced 710 with a 700 Ramac #27387, in exchange, at n/c per Laura Watson.

Repairman's Comments:

CUSTOMER'S GUN HAS BEEN SCRAPPED

CSR Comments:

Repair Search

Refresh

Close

suprfl

1/3/2007

3:50 PM

ICAPS

NUM

INS

SCR

start

Inbox - Microsoft O...

Part Search by M...

Arms Services Rep...

2 Microsoft Office ...

2 Closed Cases - Mic...

3

0

0

0

3:50 PM

PS 07043 B

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

Number: **RE00121951** Serial: **71234830-REPLACEMENT: G6549533** Repairman: **Carl Cotton**
 Model: **710 Center Fire Caliber: 3300 WIN MAG** Status: **Packed: 1/3/2007 1:07:42 PM**
 Produced: **07/14/2005**

Address Information

Customer: **DANNY RHODES** Received From: **DANNY RHODES** Return To: **DANNY RHODES** Received From:

Address 1: **221 A COOPERS DRIVE** Address 2: **221 A COOPERS DRIVE**
 City: **CHARLESTON** PO Box: City: **CHARLESTON** PO Box:
 State: **WV** Zip Code: **25302** Country: **US** State: **WV** Zip Code: **25302** Country: **US**

FFL:

Estimate

Part	Type	Description	Need	Inv	Kr	Avail	Recy	Wint	Price	Disc	Ext Amt
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000254	S	GR-FIREARM REPLACEM	1	1	0	0	0	Y			

Parts: **.00**
 Labor: **.00**
 Ship/Handling: **.00**
 Est State Tax: **.00**
 Total: **.00**

☒ Charge Taxes

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

suprjll 1/3/2007 3:50 PM CAPS NUM INS SCRL

1 Inbox - Microsoft... 2 Part Search by Rel... 3 Arms Services Rep... 4 2 Microsoft Office... 5 Closed Cases - Mt... 3:50 PM

(PS 07043 c)

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

Number: **RE00121951** Serial: 71234830 REPLACEMENT: 66549533 Repairman: **Carl Cotton**
 Model: 710 Center Fire Caliber: 3300 WIN MAG Status: **Packed 1/3/2007 1:07:42 PM**
 Produced: 07/14/2005

Address Information

Customer: **DANNY RHODES** Received From: **DANNY RHODES** Return To: **DANNY RHODES**
 Address 1: **221 A COOPERS DRIVE** Address 2: **221 A COOPERS DRIVE** PO Box:
 City: **CHARLESTON** State: **WV** Zip Code: **25302** Country: **US**

History / Status

Date	Code	User ID	Desc1
12/14/2006 10:2	New	skinnerll	Repair Added
12/20/2006 5:43	Update	valentds	Repair information change
12/20/2006 5:45	Expedite	valentds	From: Check In
12/29/2006 8:37	Maint	pencerll	Repair Maintenance
12/29/2006 8:37	Expedite	pencerll	From: Product Services
12/29/2006 10:0	Comment	pencerll	27387 Ordered 12/27
1/3/2007 10:20:2	Comment	pencerll	27387 Supplied 1/3
1/3/2007 10:20:4	Maint	pencerll	Repair Maintenance

Shipping / Billing

Current Status: **Packed**
 1/3/2007 1:07:42 PM
 Repair Location: **ICN**
 Current Location: **ILN**
 Transfer Number:

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

1/3/2007 3:50 PM CAPS NUM INB SCRL

Start | InBox - Microsoft ... | Part Search by Mtl... | Arms Services Rep... | 2 Microsoft Offi... | Closed Cases - Mtl... | 3:50 PM

(PS 07043 D)

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

Order Number: **RE00121951** Serial: **71234830** REPLACEMENT: **G6549533** Repairman: **Carl Cotton**
Model: **710** Center Fire Caliber: **3300 WIN MAG** Status: **Packed 1/3/2007 1:07:42 PM**
Produced: **07/14/2005**

Address Information

Customer: **DANNY RHODES** Received From: **DANNY RHODES** Return To: **DANNY RHODES** Received From: **DANNY RHODES**
Address 1: **221 A COOPERS DRIVE** Address 2: **221 A COOPERS DRIVE**
City: **CHARLESTON** PO Box: City: **CHARLESTON** PO Box:
State: **WV** Zip Code: **25302** Country: **US** State: **WV** Zip Code: **25302** Country: **US**

FFL:

Shipping / Billing

Shipping Method and Charges: **00 UPS Ground**
Standard S/H Charges: **0**
Additional S/H Charges: **0**
Total S/H Charges: **0**
Shipment Tracking:

Repair Type: **Firearm**
Payment Method: **Warranty** Order Nbr: **230145** Product Services:

Bill To Address:
Name: **DANNY RHODES**
Address 1: **221 A COOPERS DRIVE**
Address 2: PO Box:
City: **CHARLESTON**
State: **WV** Zip Code: **25302** Country: **US**

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

supvill 1/3/2007 3:50 PM TARS NUM INJS SERL

Start Inboxes - Microsoft... Part Search by Mkt... Arms Services Rep... 2 Microsoft Office... Closed Cases - Mkt... 3:50 PM

(PS 07043 E)

Remington Arms Co., Inc.
Product Service
Legal Case #:789

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/5/2006		12/2/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Tessia	McNichols	6600 North Hwy 146 Lot 71	Baytown	TX	77520		W 713-748-9628

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Thumb cut				
PD	Cause:4079	Other - Unexamined		
S fired on safe release	Concern:1007	Fired on Safe Release	N	ok

C

12/5/06-pushed safety to fire and gun discharged. Kicked back and cut thumb. No medical treatment.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7mm Rem Ma	27412	71214070		3/1/2005 11:55:07 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair/Replacement Cost	Repair/Replacement Date					

12/6/06-sending ARS, ltr, & box to get gun in for evaluation.lw

Examination[Remington/CF/BA]

BARBER - Kinzer PPS GAL RE0006129

Part	Sub-Part	Code	Comment
------	----------	------	---------

BARBER - Kinzer PPS GAL RE0006130

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
710	27412	MAY	3/1/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX

te	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
05/03/31	SHIP	OHL	ACADEMY CORP	77449	0081171675	richmondgm	57410P-HG

FFL:5-76-201-01-6C-00004

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Not on File at this location

Location: Mayfield

Modelid	Material	ProdLoc	ProdDate	Description
710	27412	MAY	03/01/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment Del	NoteNbr	HoldStatus
Transferred	03/08/2005	Staging	030088649	P30006069	T30000277			

History:	Date	Action	User	Activity Description
	2005/02/25	Assigned	chambleead	710
	2005/02/28	Etching	receiver	
	2005/02/28	Etched	receiver	
	2005/03/01	Packed	woltmanja	27412, 710
	2005/03/03	Warehoused	PLH	27412, 710 Received from Packing
	2005/03/08	Staged	byrdsr	T:T30000277 P:P30006069
	2005/03/08	Transferred	byrdsr	To: OHL on T30000277

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description
710	27412	MAY	03/01/2005	MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment Del	NoteNbr	HoldStatus
Shipped	03/31/2005	Intransit	030088649	P30006069	T30000277	213603	0081171675	

story:	Date	Action	User	Activity Description
	2005/03/09	Received	wrightc	From: MAY on T30000277
	2005/03/10	LocChange	rle	Location: FA46B23 RF
	2005/03/31	ShipUnitAdd	TEH	Shmt:213603 PO:57410P-HG SU:S10711273 - RF
	2005/03/31	Shipped	richmondgm	Shmt: 213603 Delv: 0081171675

Local BATF

Date	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2005/03/31	SHIP	OHL	ACADEMY CORP	77449	0081171675	richmondgm	57410P-HG

Location: Arms Service Repairs

Not on File at this location

Location: Remington Authorized Repair Centers

Not on File at this location

Location: Non-SAP Serial Number Tracking

Not on File at this location

PS 07046

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/2/06			
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	Tessia McNichols			
Address	6600 North Hwy 196			
City, St Zip	Lot 71			
Home	Baytown, TX 77520			
Cell				
Work	713-748-9628			
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury: dumb cut				
Medical Treatment: NO				
Claim:				
Incident: Fired on safe release				
600-815305				
AMS ✓				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710/7mm	71214070	
Date Purchased	Where Purchased	Original Owner		
		yes		
Ammunition Information				
Factory or Reloads				
Manufacturer				
Caliber				
Bullet type				
Bullet Weight				
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				

PS 07047



December 6, 2006

Tessia McNichols
6600 North Hwy 146
Lot 71
Baytown, TX 77520

Subject: Model 710 Serial #71214070
RE: Case # 789

Dear Ms. McNichols,

We were sorry to hear about your rifle firing when you released the safety. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in cursive script that reads "Laura Watson".

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

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

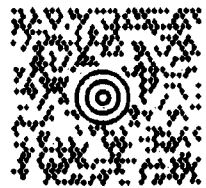
(PS 07048)

TESSIA MCNICHOLS
6600 NORTH HWY 146, LOT 71
BAYTOWN TX 77520

10 LBS
RS

1 OF 1

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO INC
14 HOEFLER AVE
ILION NY 13357

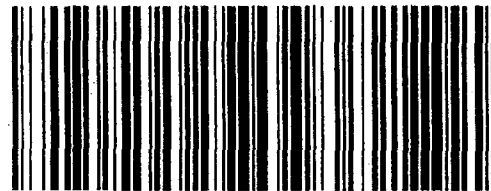


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6636 0053



BILLING: 3RD PARTY
DESC: . . .
RETURN SERVICE

REF 1: TESSIA MCNICHOLS/LW

UOM 0.0.15 UPS Thermal 2 60.1A 10/2006



International Shipping Notice - Consignee/recipient may be subject to the same liability and other terms and/or conditions established by the Convention for the Limitation of
Damages from Maritime Claims or the "Hague-Visby Convention" or the Convention for the Limitation of Damages from Maritime Claims or the "Hague-Visby
Convention". Please refer to the applicable Convention for the U.S. in accordance with the Export Administration Regulations. United Parcel Service, Inc., 100
For shipping rates, call 1-800-750-7500.

PS 07049

Craddock, Amanda

From: Watson, Laura M.

Sent: Tuesday, December 05, 2006 10:27 AM

To: Media Coordinator Schedule

Subject: ARS requests

4XX596 DEC 05, 2006 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS LP
 TRACKING# 1Z4XX5969066360053
 REF 1: TESSIA MCNICHOLS/LW
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE REF RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 HZMT 0.00 SD 0.00
 AH 0.00 NTFY 0.00 SP 0.00
 TOT REF CHG 8.54 REF+HANDLING 8.54

Remington.

www.remington.com

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

ARS LABEL REQUEST

DATE:	12/5/2006	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL			
	I WILL MAIL	XXXX	
DESCRIPTION: Ref: 710			

LABEL INFORMATION

MAIL LABEL TO:	Tessia McNichols 6600 North Hwy 146 Lot 71 Baytown, TX 77520
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

12/5/2006

PS 07050

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.

Product Service

Legal Case #:654

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121052	12/7/2006	11/20/2006	12/12/2006	11/18/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Michael	Radabaugh	300 Sturgis Ave/PO Box 12	Glenvil	NE	68941	27	C 402-469-4725

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in windshield of friends truck	Cause:4079	Other - Unexamined	Unknown
S		Concern:1008	Fired on Bolt Closing	
C				

11/20/06-Michael had just shot a doe, pulled the gun into the truck, ejected the round and upon closing the bolt on the new round, the gun fired. No one was injured.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71180323	WY	8/11/2004 1:10:23 AM

Date Purchased	Where Purchased	Accessories	Original Owner
10/1/2004	WAL-MART DC 6003R-REGULAR	SCOPE BASE	Y

11/20/06-Michael states that no alterations have been made to the firearm.lw CUST.CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace rifle at n/c				500.00		12/12/2006

Repair/Replacement Cost	Repair/Replacement Date
200.00	12/12/2006

PS 07051

11/20/06-Sending ARS, Ltr, & box to have gun come in for evaluation. Customer requests that we cover damages to windshield. I stated to keep receipts and we would evaluate the firearm and notify him of our

findings.lw 12/7/06-Estimate for damages to truck were approx \$2400. He has \$1000 deductible with insurance. We found no fault with the firearm. Customer did not want this firearm and asked for a comparable replacment of another model. He also asked for help with the deductible. 12/11/06 As a gesture of goodwill, we agreed to \$500 toward the deductible and a replacement Model 700.lw 12/12/06-copies of file requested and sent to Jessica Bismark at Swanson, Martin & Bell.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		WY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	

PS 07052

Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	

PS 07053

* purchased from Wal-Mart

654

wy 8/04
5#

Remington

Factory Repair Instructions

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

Model Number: 710	Serial Number: 71180323
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Michael Radabaugh	Date of Purchase: Oct / 04
Address (no PO Boxes): 300 Sturgis (PO Box 12)	
City: Glenvil	State: NE Zip: 68949
Phone (Daytime): 402-469-4725	Fax:
E-mail Address: sradabaugh@esu9.org	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: Removed used round - from chamber, after reloading, as I was locking the bolt into position, the gun discharged.	
The round discharged through a CB radio, vent ducts, defrost ducts, dash and windshield. No One was hurt but the interior was badly damaged causing approximately \$2,420.65 in damages.	
Ammunition Information:	
Manufacturer: Remington	Type: rifle (shell) bullet
Other (i.e. bullet weight/type, shot size, powder): 3006--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	
How often do you clean the bore? (Months or Number of rounds) every 3 months	
How often do you clean the action? (Months or Number of rounds) every 3 months	
How often do you clean the trigger assembly? (Months or Number of rounds) wiped off - but have never disassembled	
Brand of lubricant used: Remington	

* This is a preliminary estimate only. Please see enclosed Sorensen's Paint and Body.

PS 07054

over

How often do you lubricate the bore? (Months, or Number of rounds)	before/after hunting season
How often do you lubricate the action? (Months or Number of rounds)	before/after hunting season
How often do you lubricate the trigger assembly? (Months or Number of rounds)	wipe it off before
Not lubricated	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Owners manual
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
What were the services performed?	
NA	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p align="center">REMINGTON ARMS CO., INC</p> <p align="center">ATTN: Arms Service Division</p> <p align="center">14 Hoefler Ave</p> <p align="center">Ilion, NY 13357</p>	
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair or credit card (American Express, Discover, MasterCard, or \$75.00 by setting a pre-authorized amount that can be bill</p>	

Serial Number:

71180323

Model: 710



RE00121052

(PS 07055)

could not duplicate concern

Date: 11/21/2006 10:43 AM
 Estimate ID: 3769
 Estimate Version: 0
 Preliminary
 Profile ID: Sorensen's

SORENSEN'S PAINT AND BODY

SERVING THE AREA SINCE 1929 2216 S LOCUST ST GRAND ISLAND, NE 68801
 (308) 382-2028
 Fax: (308) 382-5366
 Tax ID: 83-0391970

Damage Assessed By: Ryan Hansen

Deductible: 0.00
 Policy No: 6 0634-D06-27B
 Owner Eric Rempe

Claim Number: 3769

Mitchell Service: 914527

Description: 2001 Dodge Pickup R1500
 Body Style: 2D PkUpQua 6' Bed 139" WB
 VIN: 3B7HF13Y81G187591
 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: 5.2L Inj 8 Cyl 4WD

Line	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
	400536	MCH	REMOVE/REPLACE	LWR AIR COND DOOR -M	4778420	40.85	
2	437464	GLS	REMOVE/REPLACE	W/SHIELD GLASS	DW01381GBN	199.05	1.8 #
3	439148	MCH	REMOVE/REPLACE	INST PANEL ASSY -M	SS391AZAC	1,200.00	7.2 #
4	437553	BDY	REMOVE/REPLACE	R UPR INST PANEL VENT GRILLE	5014840AA	70.10	
5	437554	BDY	REMOVE/REPLACE	L UPR INST PANEL VENT GRILLE	5014841AA	70.10	
6	436032	BDY	REMOVE/REPLACE	INST PANEL CLUSTER BEZEL	5GK51DX9AA	169.00	INC #
7	424840	BDY	REMOVE/REPLACE	INST PANEL DEFROSTER DUCT	55114772	58.85	
8	424950	BDY	REMOVE/REPLACE	R INST PANEL DUCT	55114776	d28.10	
9	424960	BDY	REMOVE/REPLACE	L INST PANEL DUCT	55114774	d22.50	

- Labor Note Applies

d - Discontinued by the Manufacturer

I. Labor Subtotals						II. Part Replacement Summary		
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			Amount
Glass	1.8	48.00	0.00	0.00	86.40	Taxable Parts		1,958.55
Mechanical	7.2	48.00	0.00	0.00	345.60	Sales Tax @ 7.000%		130.10
Non-Taxable Labor					432.00	Total Replacement Parts Amount		1,988.65
Labor Summary	9.0				432.00			

IMATE RECALL NUMBER: 11/21/2006 10:43:28 3769

Mitchell Data Version:
 UltraMate Version:

NOV_06_A
 5.0.215

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Page 1 of 2

(PS 07056)

Date: 11/21/2006 10:43 AM
 Estimate ID: 3769
 Estimate Version: 0
 Preliminary
 Profile ID: Sorensen's

III. Additional Costs	Amount	IV. Adjustments	Amount
Total Additional Costs	0.00	Insurance Deductible	0.00
		Customer Responsibility	0.00
		I. Total Labor:	432.00
		II. Total Replacement Parts:	1,988.65
		III. Total Additional Costs:	0.00
		Gross Total:	2,420.65
		IV. Total Adjustments:	0.00
		Net Total:	2,420.65

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

Insurance Co: State Farm
 Telephone: (402) 463-9525

All body repairs will have a warranty of five years. Warranty does not apply to rust or previous problems unless repaired properly.

All refinish repairs will have a warranty of five years unless a limited lifetime warranty is offered.

All paintless dent removal will have a limited lifetime warranty.

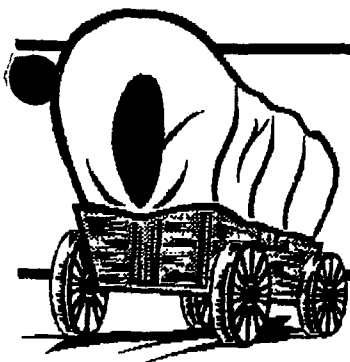
IMATE RECALL NUMBER: 11/21/2006 10:43:28 3769

Mitchell Data Version: NOV_06_A
 UltraMate Version: 5.0.215

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Page 2 of 2

PS 07057



OREGON TRAIL

INSURANCE

P.O. Box 40
Davenport, NE 68335
402-364-2165
1-800-207-2165
FAX: 402-364-2413

P.O. Box 473
Edgar, NE 68935
402-224-4795
1-800-951-9566
FAX: 402-224-4176

DATE: 12-11-06

FAX#: 336-548-7890

TO: Remington Arms Co.

ATTN: Laura M. Watson

FROM: Chris
Oregon Trail Insurance - Edgar Office

NUMBER OF PAGES (including cover sheet) 2

COMMENTS: pg 2 is Michael Padabough's
home owners policy showing \$1,000.00
deductible.

PS 07058


FARMERS MUTUAL OF NEBRASKA
 INSURANCE COMPANY

P.O. BOX 81529 LINCOLN, NEBRASKA 68501

RENEWAL CERTIFICATE
 KEEP THIS PORTION WITH YOUR POLICY

PAGE 1

POLICY NUMBER	FILE NUMBER	AGENCY NUMBER	RENEWAL PERIOD		TERM IN MONTHS	BILLING DATE	DUE DATE	AMOUNT DUE
EFFECTIVE DATE	EXPIRATION DATE							
D0789466	699988	224-006	08/18/06	02/18/07	06	07/19/06	08/18/06	\$243.00

 GLENVIL CO-OP
 CREDIT UNION
 PO BOX 46
 GLENVIL NE 68941

 INSURED: RADABAUGH, MIKE
 & SHARON
 PO BOX 12
 GLENVIL NE 68941

 AGENCY: OREGON TRAIL INSURANCE, LLC
 AGENT: FISHER, DAN J.
 PHONE: (402) 224-4795

POLICY FORM: D02

IN CONSIDERATION OF PAYMENT OF THE RENEWAL PREMIUMS HEREON, THIS CERTIFICATE RENEWS THE POLICY NUMBERED ABOVE FOR THE RENEWAL PERIOD SHOWN ABOVE SUBJECT TO ALL THE TERMS, CONDITIONS AND PROVISIONS OF THIS POLICY AND ENDORSEMENTS TO IT. UNLESS A DIFFERENT AMOUNT IS SHOWN, THE DEDUCTIBLE SHOWN FOR THE DWELLING (OR PERSONAL PROPERTY) WILL APPLY PER OCCURRENCE TO ALL PROPERTY COVERED BY SECTION I OF THE POLICY, INCLUDING ANY OPTIONAL PROPERTY COVERAGES.

THE RESIDENCE PREMISES COVERED HEREUNDER IS LOCATED AT THE ABOVE ADDRESS, UNLESS OTHERWISE STATED HEREIN:

300 STURGIS ST

GLENVIL, NE

68941

INFLATION ADJUSTMENT %

SECTION	DESCRIPTION	DEDUCTIBLE	AMOUNT OF INSURANCE	PREMIUM
I	A. DWELLING	** 1000	85,800	\$221.00
	B. OTHER STRUCTURES		8,580	INCL
	C. PERSONAL PROPERTY - REPLACEMENT COST		42,900	\$22.00
	D. LOSS OF USE		17,160	INCL
II	L. PERSONAL LIABILITY		100,000	INCL
	M. MEDICAL PAYMENTS TO OTHERS		1,000	INCL

** SPECIAL WIND AND HAIL DEDUCTIBLE APPLIES - REFER TO ENDORSEMENT 20267

0101-210	ALARM SYSTEM CREDIT	- 2%	\$5.00-
0101-301	DWELLING		\$0.00
0232-302	ROOF EXCLUSION		
	OTHER BLDGS/STRUCTURES		\$0.00
	ROOF EXCLUSION		

TERM PREMIUM	\$238.00
SERVICE CHARGE	\$5.00
AMOUNT DUE	\$243.00

SUBJECT TO THE FOLLOWING ENDORSEMENTS

10211-0306 20267-0203 21245-0306 20015-0595

MORTGAGEE(S) OR CONTRACT TITLEHOLDER

APPLIES TO ITEM 110: A328 GLENVIL CO-OP GLENVIL NE 68941

CURRENT PAYMENT AND COVERAGE INFORMATION IS ALSO AVAILABLE AT [HTTPS://AGENTS.FMNE.COM/LIENS](https://agents.fmne.com/liens).

1024-701

00150

AGENT COPY


FARMERS MUTUAL OF NEBRASKA
 INSURANCE COMPANY
 P.O. BOX 81529 LINCOLN, NEBRASKA 68501

PLEASE DETACH AND RETURN WITH PAYMENT.

PREMIUM NOTICE

POLICY NUMBER	FILE NUMBER	AGENCY NUMBER	BILLED TO	TERM IN MONTHS	BILLING DATE	DUE DATE	AMOUNT DUE
D0789466	699988	224-006	MORTGAGEE	06	07/19/06	08/18/06	\$243.00

 GLENVIL CO-OP
 CREDIT UNION
 PO BOX 46
 GLENVIL NE 68941

 AGENCY: OREGON TRAIL INSURANCE, LLC
 AGENT: FISHER, DAN J.
 PHONE: (402) 224-4795
 INSURED: RADABAUGH, MIKE

For change of address please contact your agent shown above.

 MAKE CHECK PAYABLE TO FARMERS MUTUAL OF NEBRASKA
 OR PAY ONLINE AT WWW.FMNE.COM

PS 07059



December 12, 2006

Michael Ratabaugh
300 Sturgis Ave
PO Box 12
Glenvil, NE 68941

Subject: Model 710 Serial #71180323
RE: Case #654

Dear Mr. Ratabaugh,

This is in reference to your Model 710 rifle which fired when you closed the bolt when you were out hunting in your friend's truck. We did a thorough examination of the firearm and could not duplicate the problem you reported.

As I understand it, the estimate for the repairs is approximately \$2400 which will be covered by your insurance for a \$1000 deductible. Although we could not duplicate this, per our conversation, we will meet you halfway on this deductible as a gesture of goodwill. You also notated that you did not feel comfortable with this rifle any longer; therefore I will replace it with a comparable model 700 rifle of the same caliber.

This settlement will close this matter and you should receive your new firearm and check in the next few weeks.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in cursive script that reads "Laura Watson".

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789
Fax: 336-548-7890
E-mail: laura.watson@remington.com

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

PS 07060

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

Order Number: **RE00121052** Serial: 71180323 REPLACEMENT: G6421836 Repairman: Carl Colton
 Repair: **High Priority** Model: 710 Center Fire Caliber: 30.06 SPRG Status: Shipped: 1/22/2007 4:00:01 PM
 Produced: 08/11/2004

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **MICHAEL RADABAUGH** **MICHAEL RADABAUGH**

Address 1: **300 STRUGIS AVENUE** **300 STRUGIS AVENUE**

Address 2: PO Box: PO Box:

City: **GLENVIL** **GLENVIL**

State: **NE** Zip Code: **68941** Country: **US** State: **NE** Zip Code: **68941** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Contact Information

Phone: **402/469-4725**

Fax:

Email:

Comments:

Received Condition

Fair

Condition Notes:

CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A017	Scope Base	1

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

supvrl: 1/23/2007 3:42 PM EAPS NUM INS SCRL

10:38 AM **Inbox - Microsoft O...** **Part Search by Mtl...** **Arms Services Repa...** **22 Microsoft Office ...** **Closed Cases - Mtr...** **3:42 PM**

(PS 07061 A)

BARBER - Kinzer PPS GAL RE0006147

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

Case Number: **RE00121052** Serial: 71180323 REPLACEMENT G6471836 Repairman: Carl Cotton
 Repair: **High Priority** Model: 710 Center Fire Caliber: 30.06 SPAG Status: Shipped 1/2/2007 4:00:01 PM
 Produced: 08/11/2004

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **MICHAEL RADABAUGH** Address: **MICHAEL RADABAUGH**
 Address 1: **300 STRUGIS AVENUE** Address 2: **300 STRUGIS AVENUE**
 City: **GLENMIL** PO Box: PO Box
 State: **NE** Zip Code: **68941** Country: **US** State: **NE** Zip Code: **68941** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

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

Part	Qty	Description	Need	Inv	Kit	Avail	Recy	Writ	Price	Disc	Ext Amt
4000104	S	ARMS SERV SHIPPING &	12	12	0	0	0	Y			
4000254	S	GR-FIREARM REPLACEM	1	1	0	0	0	Y			

Parts: **00**
 Labor: **00**
 Ship/Handling: **00**
 Est State Tax: **00**
 Total: **00**
☒ Charge Taxes

Repair Search Refresh Close

supvrl 1/3/2007 3:42 PM LAPS NUM INS SERI

start Inbox - Microsoft... Part Search by Mkt... Arms Services Rep... 2 Microsoft Office... Closed Cases - Mkt... 3:42 PM

(PS 07061 c)

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: **RE00121052** Serial: 71180323 REPLACEMENT: G64Z1836 Repairman: **Carl Cotton**
 Model: 710 Center Fire Caliber: 30 06 SPRG Status: **Shipped 1/22/2007 4:00:01 PM**
 Produced: 08/11/2004

Address Information

Customer: **Received From** Return To: **Received From**

Name: **MICHAEL RADABAUGH** **MICHAEL RADABAUGH**

Address 1: **300 STRUGIS AVENUE** **300 STRUGIS AVENUE**

Address 2: **PO Box** **PO Box**

City: **GLENVIL** **GLENVIL**

State: **NE** Zip Code: **68941** Country: **US** State: **NE** Zip Code: **68941** Country: **US**

FFL:

Contract / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
12/17/2006 9:36	New	skinnert	Repair Added	Shipped
12/6/2006 1:49	Update	valentds	Repair information change	1/22/2007 4:00:01 PM
12/6/2006 1:50	Expedite	valentds	From: Check In	System
12/12/2006 3:01	Update	supryll	Address, Billing, or Ship Method C	Packing
12/13/2006 1:29	Expedite	pencerr	From: Product Services	Repair Location
12/13/2006 2:41	Estimate	cottonca	Estimate Update	ILN
12/18/2006 5:26	Comment	pencerr	27363 Ordered 12/13	Current Location
12/18/2006 5:53	Maint	pencerr	Repair Maintenance	ILN
				Transfer Number

Shipping Hold ☐ **InterFace Hold** ☐ **Estimate Sent** ☐ **Parts Received** ☐ **Passed Inspection** ☒ **Return As Received** ☐ **Has been Approved** ☐ **Internal Repair** ☐

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

supryll 1/3/2007 3:42 PM CAPS NUM INS SERL

start Inbox - Microsoft ... Part Search by Mat ... Arms Services Rep ... 2 Microsoft Offic ... Closed Cases - Alz ... 3:42 PM

PS 07061 D

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: **RE00121052** Serial: 71180323 REPLACEMENT: G6471836 Repairman: Carl Cotton
 Repair: **High Priority** Model: 710 Center Fire Caliber: 30.06 SPRG Status: Shipped 1/2/2007 4:00:01 PM
 Produced: 08/11/2004

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **MICHAEL RADABAUGH** **MICHAEL RADABAUGH**
 Address 1: **300 STRUGIS AVENUE** **300 STRUGIS AVENUE**
 Address 2: PO Box: PO Box:
 City: **GLENVIL** **GLENVIL**
 State: **NE** Zip Code: **68941** Country: **US** State: **NE** Zip Code: **68941** Country: **US**
 FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Shipping Method and Charges

☐ UPS Ground

Standard S/H Charges: **0**
 Additional S/H Charges: **0**
 Total S/H Charges: **0**

Shipment Tracking:
1Z1148134800349708

Repair Type: **Firearm**
 Payment Method: **Warranty** Order Nbr: **160040 Standard Warranty**

Bill To Address

Name: **MICHAEL RADABAUGH**
 Address 1: **300 STRUGIS AVENUE**
 Address 2: PO Box:
 City: **GLENVIL**
 State: **NE** Zip Code: **68941** Country: **US**

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

suprjrl 1/3/2007 3:42 PM CAPS NUM INB SERL

start Inbox - Microsoft... Park Search by M... Arms Services Rep... 2 Microsoft Offic... 2 Closed Cases - M... 3:42 PM

(PS 07061E)

Remington Arms Co., Inc.

Product Service

Legal Case #:638

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/10/2006	11/20/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		WalMart			GA			C 770-503-9300
Incident	Jamie	Volguardsen	278 Teakwood	Alto	GA	30510		C 706-892-5567

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
Fired		Unexplained Discharge -		
S near	Concern:1025	No Mention of Safety	Unknown	
others		Position		
C				

WalMart in GA is sending the rifle in.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/	27410	71232001		6/20/2005 8:44:45 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date AP\
			650.00		11/20/200

Repair/Replacement Repair/Replacement

PS 07062

Cost

Date

Offered to exchange the rifle for a CDL or XCR in the same caliber and return the scope to use w
new rifle + \$100.00 to purchase new ammo and scope mounts for the new rifle. 11/20/2006 custc
contacted us for status - we have not received the rifle from WalMart - I traced the number
1Z3894560310236739 and found they had shipped it to a location in AL that was out of business
the gun was being returned to WalMart - I contacted them to let them know what I found and ask
them to reship it to Ilion to my attention. Customer contacted me again - we agreed to settlement
\$650.00 to close his concern

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

PS 07063

11/20/2003

I was able to track the package, it appears that WalMart in GA sent it to a RARC in AL that is now closed and the rifle is on the way back to them. I contacted them and asked them to send it to my attention. I also spoke with Mr. Volguardsen.

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: Honeycutt, Deborah
Sent: Monday, November 20, 2006 11:54 AM
To: Supry, Fred L.
Subject: Consumer you've talked to previously requests call back from you.

Hello,

Mr. Jamie Volguardsen spoke with you on approximately 11/13/16. His gun misfired and blew a whole in a roof at a firing range. Wal-Mart at 770-503-9300 sent the gun in to the factory on the 13th, but so far I have been unable to trace it. Can you please call him back on his cell, #706-892-5567? I thought perhaps since it is a liability issue you might have intercepted the gun.

Thanks.

*Debbie Honeycutt
Remington Arms Consumer Service
PO Box 700
870 Remington Dr.
Madison, NC 27025
800-243-9700, ext 8799*

(PS 07064)



20 November 2006

Jamie Volguardsen
278 Teakwood
Alto, GA 30510

RE: Model 710 Concern

Dear Jamie,

Per our telephone conversations today, I have issued the paperwork needed to get you reimbursed \$650.00 in exchange for the Model 710 rifle serial #: 71232001 that is being returned to my attention from Wal-Mart. We are sorry for the confusion and shipment error from the Wal-Mart store. This will allow you to purchase a new rifle, scope, and ammunition while we work with Wal-Mart to get the original rifle returned to my attention.

Our reference number for this concern is Product Service #: 638. We apologize for the inconvenience and we wish you many years of enjoying the shooting sports.

Sincerely,

A handwritten signature in black ink, appearing to read 'Fred Supry'. The signature is fluid and cursive, with a long horizontal stroke at the end.

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

Madison, North Carolina 27025-0700

Seller's Invoice No. _____ Seller's Invoice Date _____

Pay To: Jamie Volguardsen

Street and No. 278 Teakwood

City Alto State GA Zip Code 30510

Vendor Code
Pmt Method

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

PS 07066

Jamie Volguardsen

710

AD

770-503-9300

Sporting Goods

Walmart

GA

manager Anthony Howard

offered 700 CDL + return of scope

SERIAL #: 71262001

()

PS 07067