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

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

Incident Information

Claims Codes Repair Medical Medical Est. Treatment Status

ΡI

PD Cause:4038 Could Not Duplicate

Cause:4038 Duplicate
fired while Concern Unknown
S pushing bolt Fired on 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 6:03:06 AM

Date Where 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 Release Date Reimbursement Cash Settlement APV A1

PrintDisplay

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]

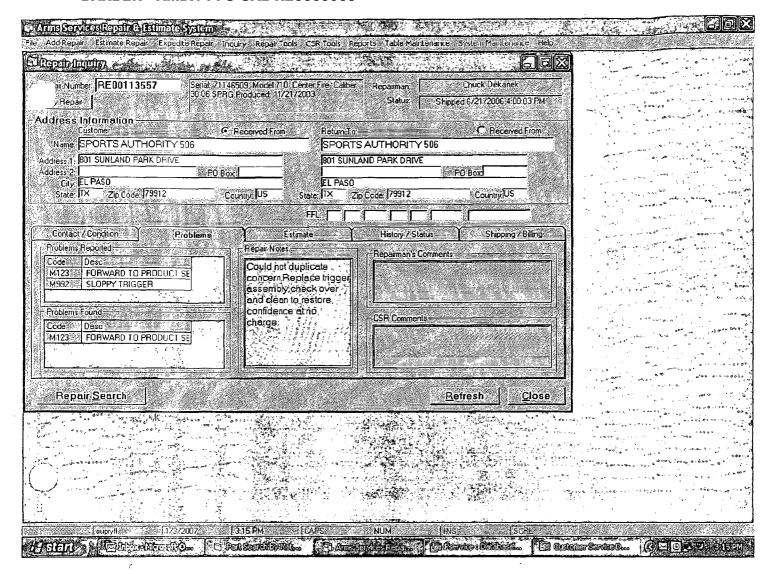
Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		6/19/2006
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006
	Date Code		RX
	Bore Plugged	False	
Barrel	Bulged	False	
Darrer	Fired	False	
	Fired while Obstructed	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

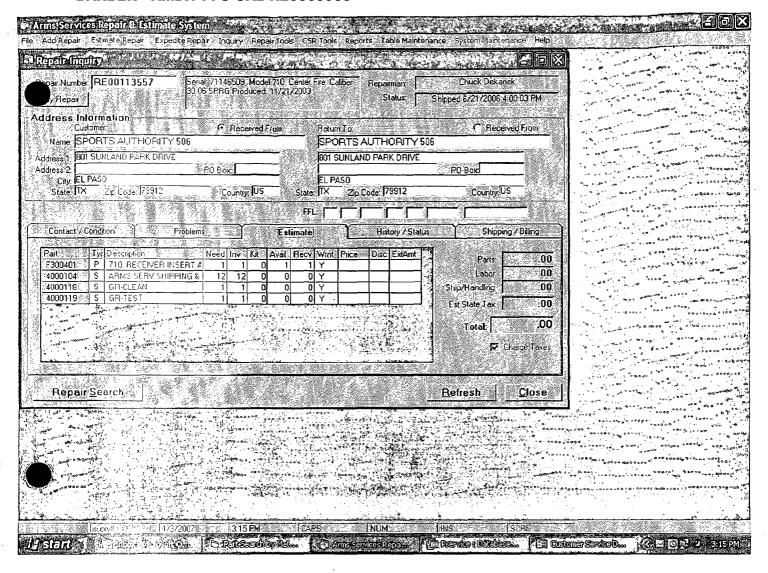
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	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning]
	Notch Condition	Select	
Magazine	Condition	Select	
Magazine	Box Condition	Like new; Functioning]
	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning]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

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File Add Report Estimate Repair Expedite Repair Enquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help (Capath Impuls)	an
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air Number RE 00113557 Serial 7/1146509 Model 7/10 Center Fire Celliber Sepaimen Chuck Dekanek 30 06 SPRG Produced: 11/2172003 Status Shipped 6/21/2006/4/00/03 PM	
Address Information Customer Greenwed From Return To Greenwed From	
Name SPORTS AUTHORITY 506 SPORTS AUTHORITY 506	
Address 1 B01 SUNLAND PARK DRIVE B01 SUNLAND PARK DRIVE P0 Box P0 Box P0 Box	
City EL PASO	100 100
FELS [County] 69	0.00
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Nims Services Repuil All estimate System	Repair Tools CSR Tools Reports Table Maintenance System Maintenance Holp	
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ai Number RE 0 011 3557 Serial 711 48509	Model 710 Center Fire Caliber Repairman Chuck Dekanek duced: 3.1/21/2003 Status Shipped: 5/21/2006:4:00:03.PM:	
Name SPORTS AUTHORITY 506 Address 1: 801 SUNLAND PARK DRIVE Address 2: R0:80x.	Served From Return To C Received From SPORTS AUTHORITY 506 BOT SUNLAND PARK DRIVE FRO Box EL PASO	
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Serial: 71146509 Model 710 Center Fire Caliber Repairment Chuck Dekanek 30 05 SFRG Produced 11/27/2003 Status Shipped 6/21/2006 4:00:03 FM	A CONTRACTOR OF THE CONTRACTOR
Address Information	The state of the s
Customer: A C Received From Return To: C Received From Name: SPORTS AUTHORITY 506 SPORTS AUTHORITY 506	and the second s
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State: TX Zip Code: 79912 Country: US State: TX Zip Code: 79912 Country: US	
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Repar Type Frearm Repar Type Frearm On UPS Ground Payment Method Warranty Order Nor 230145 Product Services	1940
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Page 1 of 3

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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

RT. 3 Box 2105 Wayne WV 25570 Reporter Robert A. Hunter H 304-272-9002

Incident Information

Repair Medical Medical Claims Codes Est. Treatment Status

ΡI

PD Could Not Duplicate Cause:4038

Concern Unknown Fired on Safe

Release Concern: 1007 Fired on Safe Release

C

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

Firearm Information

Mfg. Type Model/Ga. SKU Serial Bbl. DOM

4/16/2002 710/3006 27410 71057285 CW REMINGTON CF/BA 9:08:46 AM

Date **Original** Where Purchased Accessories Purchased Owner

WAL-MART DC 6003R-U REGULAR

CUST.CONCERN:FBR

Ammunition Information - None Defined Other Products Information - None Defined

Settlement

REMINGTON/710/CF/BA

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

Install new TA

Repair/Replacement Repair/Replacement

Cost Date 65.00 7/13/2006

Page 2 of 3

Install new trigger assembly to restore customers faith in rifle.

Examination[REMINGTON/CF/BA]

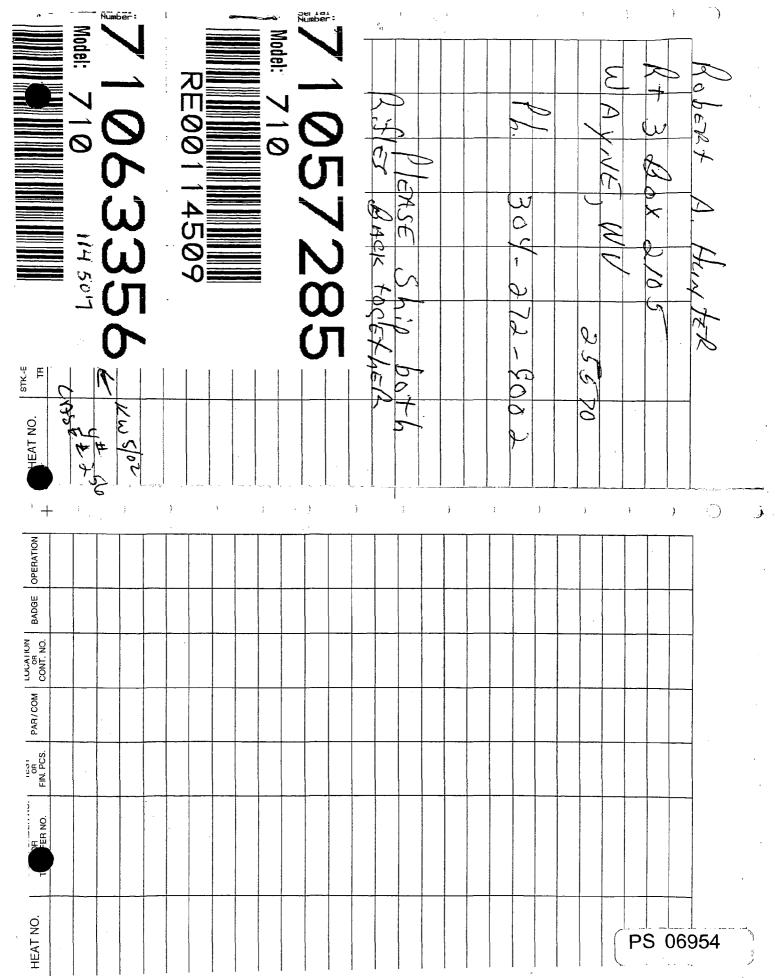
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Part	Sub-Part	Code	Commen	t
	Examiner		B.TRAVIS	
	Exam Date		7/13/2006	
Examination	Product Type		RF	
	Action Type		A	
	Assigned To		F.SUPRY	
Cause	4038	Could Not Duplicate Concern		
	Description		22" 3006	
	Date Code		CW	
	Bore Plugged	False		· · · · · · · · · · · · · · · · · · ·
Barrel	Bulged	False		
	Fired	False		
	Fired while Obstructed			
	Muzzle/Crown Condition	Slightly Worn; Functioning		
	Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning		
Bolt	Face	Slightly Worn; Functioning		
	Handle	Slightly Worn; Functioning		
	Stop	Worn; Functioning		
	Condition	Slightly Worn; Functioning		
Extractor	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	False		
	Block Condition	Select		
Locking	Lug Condition	Like new; Functioning		
	Notch Condition	Select		
	Exterior Condition	Slightly Worn; Functioning		
Overall	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	Select		
D '	Condition	Like new; Functioning		
Receiver	Bulged	False		
C - C - t	Description		STANDARD M/710	SAFETY
Safety	Function	Like new; Functioning		
C	Lift	Select	N/A	
Sear	Notch	Like new; Functioning		PS 06

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Page 3 of 3

Tests	Test Fired	False
16818	Feeding Test	False
	Condition	Slightly Worn; Functioning
Trigger Pull		Select
	Altered	False



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2-6uns) I Bought These 2 Rifles A+ A WAI-MART STORE IN WAYE COUNTY, WY IN 2004. LAST FAIL WHEN I WAS Shooting THEM IN FOR DEER SEASON I Accidently Discharge When The Bolt WAS Closed. LATER Shell WAS IN CHAMBER BOTH WAS CLOSED AND WHEN I took
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THE SAFTEY OFF IN DISCHARGED In PunchasEd These 2 Rifles FOR MY

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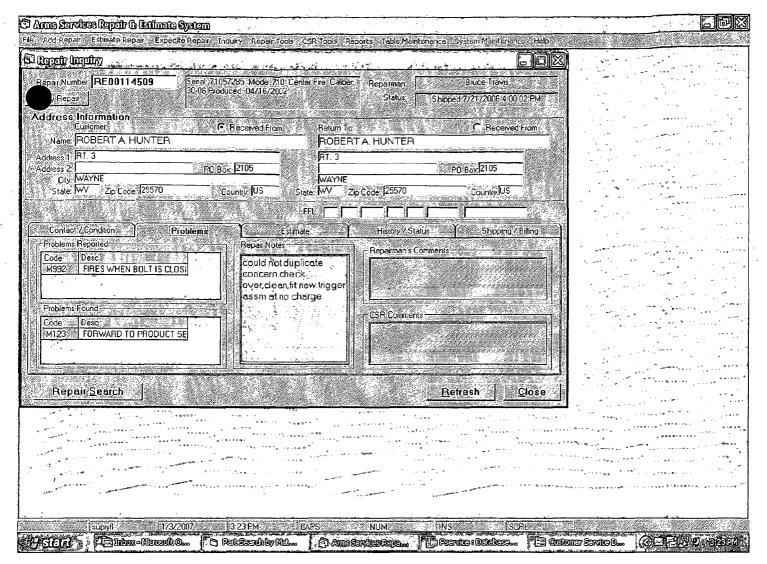
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(1) 企業・記して夢から多いというのでは、1	Senal /1057295 Model /10 Center Fire Caliber Repairmen Bruce Travis 30-06 Produced 04/16/2002	
,y Repair. Address Information	Status Shipped 7/217/2006 4:00:02 PM	10 mm m m m m m m m m m m m m m m m m m
Customer: Name: ROBERT A. HUNTER		
Address 1: FT 3 Address 2:	P0'Box 2105 P0'Box 2105 WAYNE	and the second s
City: WAYNE State: WV Zip Code: [25570	Country US State WV Zip Code (25570 Country US	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Fax: Email Fax	Condition	
Comments	Costomer sent in two rifles Notes requesting they be shipped back together. Other rifle on	e de la companya de l
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y Repair	30:06 Produced: 04/16/20	102	Status: Shipped 7	721/2006 4:00:02 PM		and the second second
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	77/12/2006 11:35; New 77/12/2006 11:42; Closed 77/13/2006 11:32; Maint 77/13/2006 11:33; Expedite 77/13/2006 7:51; Estimate 77/14/2006 7:55; Repairing 77/17/2006 2:48; Expedite	User ID Desc1 Shipping Hold Shipped sanguinegf Repair Added Interface Hold 7/21/2006 4:00 Sanguinegf Closed at Expedite Supply Address, Billing, or Ship Method Estimate Sent Packing pencerl Repair Maintenance Parts Received Repair Local pencerl From: Product Services Travisbw Estimate Update System Immediate SAP Allocation pencerl From: Repair Bench Has been Approved IEN	02 PM
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Repair 30:06 Froduced 0	IV16/2002 Status: Shippe	d 7/21/2006 4:00:02 PM	
Address Information —		9 U.S. 668	
Customer POBERT A. HUNTER	red:From Return:To: ROBERT A. HUNTER	C Received From	
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Address 2 R0/Box 2105	WAYNE	0 Box 2105	material and the second
State: WV Zip Gode: 25570 County		Country US	
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Additional S7H Charges 0.0. Total S7H Charges 0.0.	Name ROBERT A. HUNTER Address 1: RT. 3		
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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 Medical Medical Est. Treatment Status

PI

PD Cause: 4038 Could Not Duplicate

Fired on bolt Concern Unknown

closing Concern: 1008 Fired on Bolt Closing

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 Accessories Original Owner

WAL-MART DC 6003R-REGULAR

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 Settlement Apv Apv

Install new TA

Repair/Replacement Repair/Replacement

Cost Date 65.00 7/13/2006

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

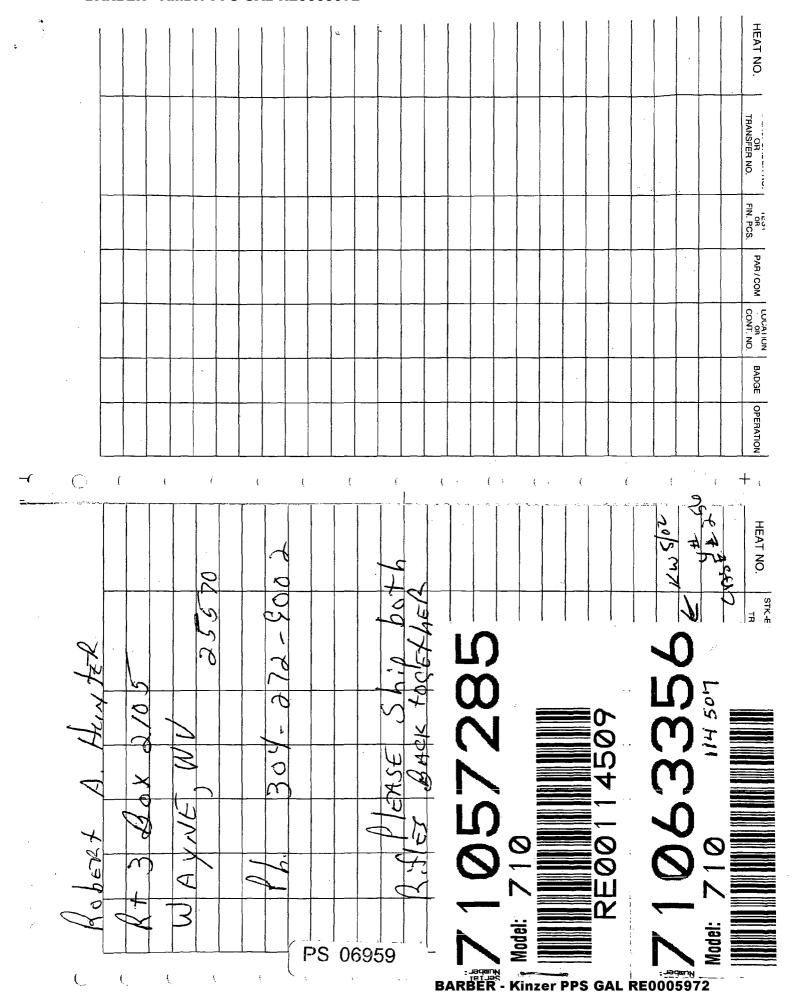
Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		7/13/2006
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006
	Date Code		KW
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn, Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Like new; Functioning	
Receivei	Bulged	False	
Cafat.	Description		STANDARD M/710 SAFETY
Safety	Function	Like new; Functioning	
C	Lift	Select	N/A
Sear	Notch	Like new, Functioning	
	Test Fired	False	PS 06957

PrintDisplay

Page 3 of 3

	<u> </u>		
Tests	Feeding Test	False	
	Condition	Like new; Functioning	
Trigger	Pull	Select	4#
	Altered	False	



The Clased Hotelen Fire Could Hotelen Fire Property Could Hotelen Fire Property Could Hotelen Fire Property Could Have the Pro Ship BACK To 25570

This RiflE has DischarsEd I I Bought These 2 Rifles

Accidently ITIME WHEN THE AT A WAI-MART STARE IN

BOLL-WAS CLOSED LAST FAIL WHEN I WAS Shooting Them IN FOR DEER SEASON I ACCIDENTLY DISCHARSE WHEN The Bolt WAS Closed LATER Shell WAS IN CHAMBER BOH WAS CLOSED AND WHEN I took
THE SAFTEY OFF IN DISCHARS IN DISCHAPSED

I PURCHASED THESE

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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

Unknown

PD

Cause: 4039 No Fault Found

Concern: 1028 Fired With Safe ON

C

PI

Could not duplicate concern.

S Fired twice with the safe on

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	\mathbf{DOM}
Remington	CF/BA	710/3006	27410	71065536	\mathbf{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

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Install new TPA	N	1/1/1900			1/1/1900	1/1/1900

Replace TPA, clean action, check over completly

Examination[Remington/CF/BA]

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

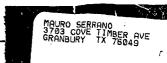
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Magazine	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	06963
	Stock Condition	Slightly Worn; Functioning	69
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	S
	Bulged	False	
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	

7,5

PW 610-

Remington.



Factory Repair Instructions

(NOTE: Please print and complete this fo	orm, and then include it with your firearm.)
Model Number: 1/6	Serial Number: 7/065536
Are you the original owner?: ZEEYES ZENO	PRESENT by MAURO SERRANO AS A NEW RIF
Name: JULIAN ZAMARRIPA	Date of Purchase: Dec. 02
Address (no PO Boxes): 8113 PLATEAU	· · · · · · · · · · · · · · · · · · ·
city: Ft. WORTH	State: TX zip: 76120
Phone (Daytime): 817-994-1761	Fax: 817-920-1735
E-mail Address: JULIAN . ZAMARRIPA @	
Please describe your problem: THIS RIFL	EISBEING RETURNED UNDER THE
MODEL 710 PRODUCT SAFETY	WARNING AND RECALL NOTICE.
RIFLE HAS FIRED TO	WICE WITH SAFETY ON
	COUS WEAPON AND COULD
HAUE KILLED SOMEONE.	, PLEASE REPLACE RIFLE OR
	LSO CKECK THE BOLT RELEASE
LEVER-IT APPEARS TO B	ELOOSE,
1 11 11 11 11 11 11 11 11 11 11 11 11 1	The state of the s
Ammunition Information:	
Manufacturer: Remington Other (i.e. bullet weight/type, shot size, powder): /5	Type: 30-04 SPRINGFIELD
Otter (i.e. buildt weiging type, snot size, portaer).	
Handload Information:	
	Powder Weight:
Number:	Primer Used:
Size:	Reloader Used:
Cleaning and Lubrication):	
s solution used: Outers	
: a clean the bore? (Months or Number	of rounds) after each use 3-4x x year
u clean the action? (Months or Number	er of rounds)
u clean the trigger assembly? (Months	s or Number of rounds) //
ant used: Outers	10/10
Could Not duplica	ate concern
Mileplace TPA, checkou	in, clean
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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? YES NO			
Comments:			
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? None so far, 15+ Hime			
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 Avenue			
llion, NY 13357			
(1) WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.			
:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)			
:: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.			
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.			
Charge repairs will be processed using the following guidelines:			
:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)			
:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a preauthorized amount that can be billed to your credit card.			

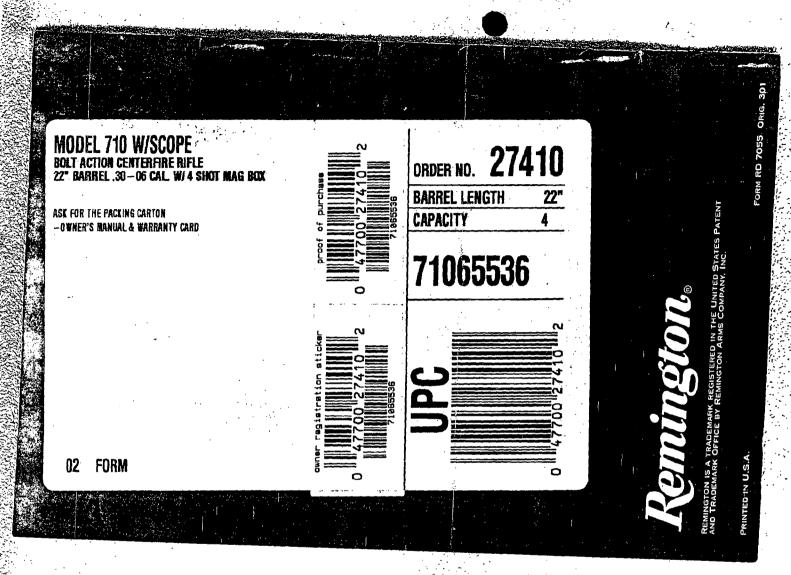
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Remington

http://www.remington.com/support/repair_services/factory_repair_form.asp

12/24/2005

BARBER -



Remington.

REMINGTON ARMS COMPANY, INC.

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

OF EVERYTHING VOUSEND,

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:

Include your full physical address and telephone number (P.O. Box is not acceptable) Include proof of purchase to assist in the evolution of

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

INSURE FOR laver

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:

HRAS SHOULD BE NO CHANGE 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).

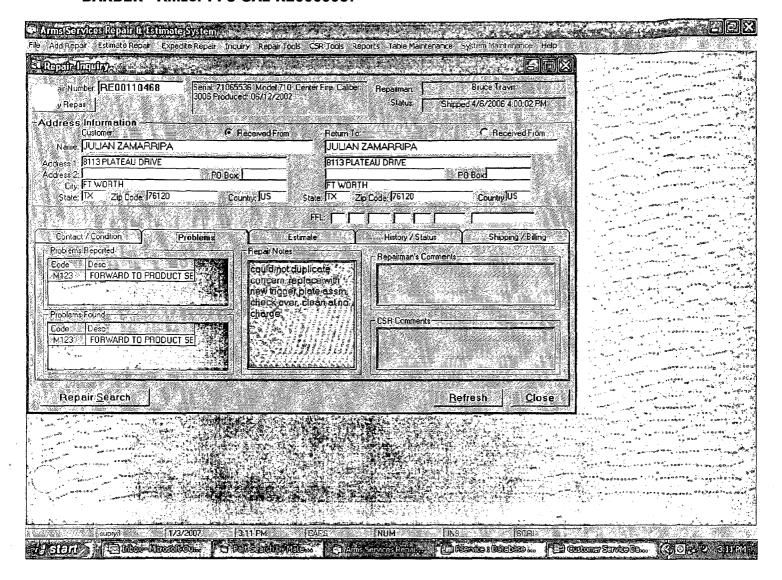
We sincerely appreciate your support of the Remington Arms Co., Inc. If we can be of service to you, please call: 800-243-9700, Monday-Friday, 9a.m.-5p.m., EST.

Best regards from Remington Arms Company, Inc.

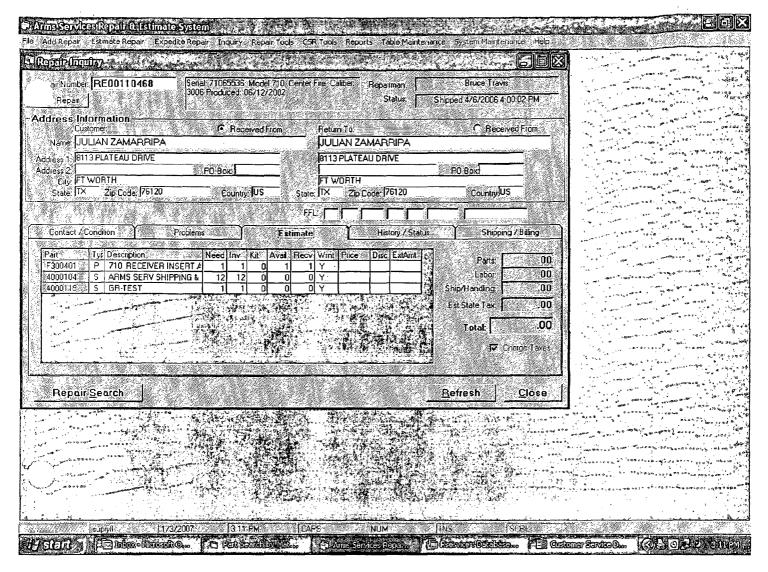
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O Amis Services (Pepall (Methins) Systems		
File Add Repair Estmate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Set Tools Report Inquiry		
all Number RE 00110468 Serial 7:1055536 Model 7:10 Center Fire Caliber: Repairment Bluce Travis 3006 Froduced: 06/12/2002 Status Shipped 4/6/2006 4:00:02 PM		e and a second s
Address Information Customer Ciscomer Received From Received From Name, JULIAN ZAMARRIPA DISCONTINUED TO THE PROPERTY OF T		en e
Address 8113 PLATEAU DRIVE 8113 PLATEAU DRIVE Address 2 PO Box PO Box City FT WORTH FT WORTH State: X Zip Code: 76120 Countiy US State: TX Zip Code: 76120 Countiy US		Canada Sana Canada
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ar Number: RE00110468	Senal 71085536 Model 710 Center Fire Caliber Repairmant	Bruce Travis	The P
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- Address Information			may property and the second of
Customer:	Received From Return To:	C Received From	
Name: JULIAN ZAMARRIPA	JULIAN ZAMARRIPA		
Address 1: 8113 PLATEAU DRIVE	8113 PLATEAU DRIVE		ئے۔ وہ اسمان کے انگریز کا انگریز ک
Address 2 City: FT WORTH	PO Box:	P0:80xl	The state of the s
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(PS 06967 D)

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Silicontribution			
Repair Number: RE00110468	Serial: 71095536: Model 710: Center Fire: Caliber: Repairm	an Bruce Travis	
Repail	3006 Produced: 06/12/2002 State	us Shipped 4/6/2006 4:00:02 PM	
- Address Information	● Received From Peturn To:	Received From	
Name JULIAN ZAMARRIPA	JULIAN ZAMARRI	management of the control of the con	
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00 UPS Ground	Payment Method Warranty	Order Nbr 230145 Product Services	
Standard S/H Charges:	Bill To Address		
Additional S/H Charges:	Name: JULIAN ZAMARRIPA		
Total S/H Charges 1	D Address 1 8113 PLATEAU DRIVE Address 2	PO Box	Section 1
Shipment Tracking: 1211/4813A800227474	City: FT WORTH		
	5late TX Z _{ID} Code: 76120	Country US	
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(PS 06967 E)

Obsolete

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

Case Information RE# **Date Opened** Date Opened(PS) **Date Closed** 111995 5/12/2006 5/12/2006 5/12/2006

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

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

Incident Date

Pre Lit

Lit

PΙ

PD Cause:4038 Could Not Duplicate Concern Unknown discharged with safety on Concern: 1005 Unexplained Discharge Safe ON

C

Firearm Information

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

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

CUST.CONCERN:FIRED WITH SAFETY IN ON POSITION



Ammunition Information - None Defined Other Products Information - None Defined Settlement

REMINGTON/710/CF/BA

Settlement **Release of Claims** **Release Date**

Reimbursement

Cash Settlement Date APV

Reim.

Cash Date **APV**

Replace TPA, check over completely, clean at n/c.

Repair/Replacement Repair/Replacement

Cost

Date

65.00

5/12/2006

goodwill gesture. charge 230145.

Examination[REMINGTON/CF/BA]

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

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

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

UASE* 126

ww 8/or 5th

5 1005 4038

Remington.

Factory Repair Instructions

(NOTE: Pleas	e print and complete this fo	rm, and then include it with y	
Model Number:	710	Serial Number: 7/	075511
Are you the original owne	r?: XYES NO		
Name: 136NALd V	Miller	Date of Purchase: CNN	SMAS Present 2004
Address (no PO Boxes):	1307 WAYla	end	
		<u></u>	
city: Judsonia		State: Av	Zip: 72081
Phone (Daytime): 501-	-729-3268	Fax:	····
I I X 328	AID 200@ CON Uture e-mail updates from I		• .
Please describe your prob		1 (A)	1
recall on s	afety	451	·
Also when ca	iambering A She	of it shave 1	eed off of the
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The rifle dic	discharge wi	The me last c	leer season.
- with the sok	y on		
	e i problème de deservició en el deservició		
Ammunition Information:		1.1.000	
Manufacturer: (e/n	130 grain Win 190	Wywe: 210	**
Other (i.e. bullet weight/type	, snot size, powder):	1. 30-4Vain	· · ·
ormation:	To f		
billacion.	-Jill L	Powder Weight:	
:		Primer Used:	
ot Size:		Reloader Used:	
	C:	<u> </u>	
e (Cleaning a	ınd Lubrication):		
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ou clean the l	oore? (Months or Number o	frounds) Thereas	1
/ou clean the a	action? (Months or Number	of rounds) Items	e Trav
ou clean the	rigger assembly? (Months o	or Number of rounds) ati	nes year
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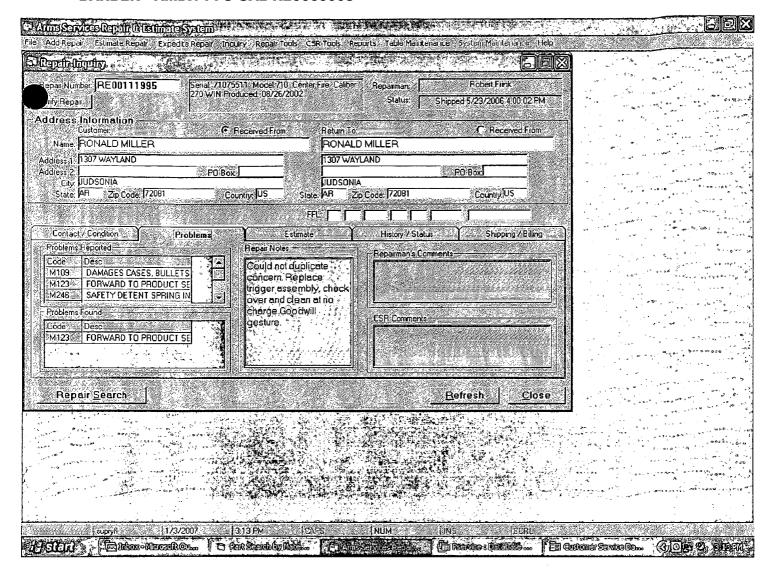
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds) Atimus Year	
How often do you lubricate the trigger assembly? (Months or Number of rounds) a limic Zseci	~
3	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual YES NO	7
Comments: Forly storet it 5 to 8 times a year	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 輝	vev
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC	
ATTN: Arms Service Divison	
14 Hoefler Ave	
Ilion, NY 13357	
WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW: IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.	
:: Record the serial number of your firearm before sending it.	
:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,	
ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage.	
:: Provide a return address on both the outside and inside the box. Shipments without a proper	
return address will be refused.	
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for	
damage or loss during shipment, so you may elect to purchase insurance from your carrier.	
Charge repairs will be processed using the following guidelines:	
:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please	
include your credit card number and expiration date with your gun)	
:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable ta	xes

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

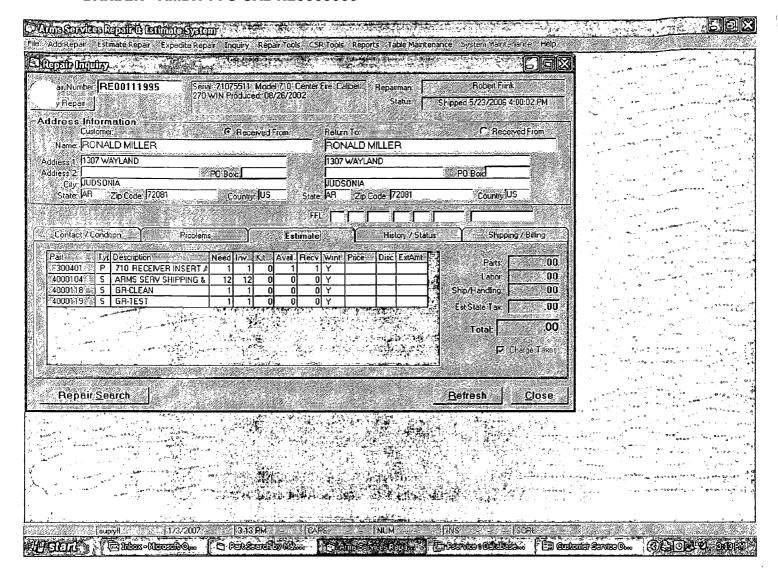
\$75.00 by setting a pre-authorized amount that can be billed to your credit card.

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Address Information Customer Received From Return To: CReceived From	
Name: RONALD MILLER RONALD MILLER	Table Code
Addiess J. 1307 WAYLAND 1307 WAYLAND	
Address 2. PO:Box: PO:Box: PO:Box: PO:Box	أم يا در دوم المسلم
State AR Zip Code: 72081 Country US State AR Zip Code: 72081 Country US	
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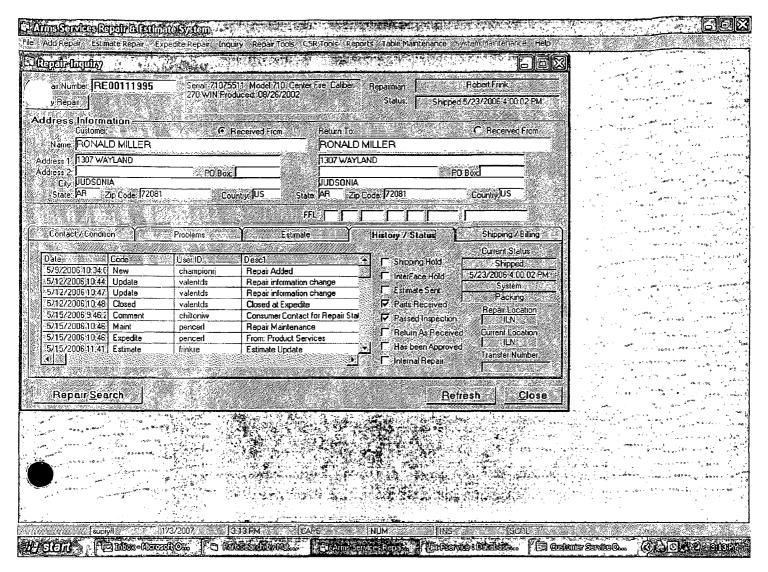
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у Перап	Serial: 71075511: Model 710: Center Fire: Caliber: Repairmen. Robert Firek 270:WIN Produced: 08/26/2002 Status: Shipped 5/23/2006 4:00:02 PM	and a second and to the second and the second and secon
Address Information	© Received From Return To: □ Received From	The state of the s
Name: RONALD MILLER	RONALD MILLER	a an
Addiess 1 17307 WAYLAND Addiess 2 City, UUDSONIA	1307 WAYLAND	may and a second of the second
State: AR Zip Code: 72081	Country US State: AR Zip Code: 72081 Country US	The state of the s
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Standard S/H/Charges: 0	Bill Jo Addess	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Additional S/H Charges: 0 Total S/H Charges: 0	Name RONALD MILLER Address 1 ff 307 WAYLAND	ر و دو در
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(PS 06973 E)

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Arms Service number: ///04494; irst Name: CHASE City: TUCSON		ode: 1007	UNDETERMINED	UNJ UNC UND J	121	Bullet Weight:	Manufacturer:	Date Code: PY Date Mfgd:	PreLitigation:	As received in e-trigger will not return, proberty. Clear action and install new 1A artho: under warranty. Repair and Shipping Document 2/20/06.			
	Lip:	S	Cause. OTHER - UNSPECIFIED OR UNDETERMINED	Classification: UND	Date Opened by P/S:	Date Closed: 12/6/2005	Date from Analysis:	71172273 Date Co		1000			
DELPERDANG 7 WEST PLACITA	State: AZ	Type Concern: S PI PD P Concern: FIRED ON SAFE RELEASE	Cause Code: 4040 Caus	Assigned To: SUPRY Settlement Detail: NEW TA N/C	Date Opened Rem: 12/6/2005	Date of Incident:	Date to Analysis:	Model: 710 Serial:	RAMAC: 710	Custody: Comments: Comments: Time of Modification:	12/13/		

TRACKING DOCUMENT

Repair Order Number

Repair Order Number

RE00104494

Account # - R-

Description/Serial Number

71172273

Model 710 Center Fire Caliber: 270

WITH SCOPE

Chuck Dekanek Repairman -

Date Received · 12/6/2005

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

M123

FORWARD TO PRODUCT SERVICE

FOR INSPECTION

M992

WHEN MOVING SAFETY GUN FIRES

Transfer to the second M123

FORWARD TO PRODUCT SERVICE F

		páir - parti.			
Material #	MaterialDesc	Quantity	<u>Quantity</u>	<u>Quantity</u>	Warranty
		Needed	From Inv	From Kit	(Y/N)
Part	•		•		
F300401	710 RECEIVER INSERT ASSEMBLY	1	1	0	Y
1	COMPLETE		-		
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		1
]	· · · · · · · · · · · · · · · · · · ·				1

ProblemNotes Trigger pull is very light. Trigger will is under warranty.			er will not return pi	operly.Replace trigger as	sembly at no charge
Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

A CHE	liesius.	
	Repair Instructions this form, and then include it with your firearm.)	
Model Number: 710	Serial Number: 7//72173	
re you the original owner?:	ino	
Name: Chase Delperdang	Date of Purchase: 11-7-05	
	Placita Vega Vista	
city: Tucson	State: 月乙 Zip: 多5フ3>	
Phone (Daytime): 520-909-3085	Fax:	
E-mail Address: I would like to receive future e-mail update	s from Remington.	
Please describe your problem:		\neg
wont fire after fi	st round. When you	
nut the saft from		
	imout pulling the triager	
	7 0	
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and the second of the second o		.
Ammunition Information: Fusion -	270 Win - 130 Orala	
Manufacturer: Extern	Type: Fusion	
Manufacturer: Extern	Type: Fusian	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder)	Type: Fusion	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A	Type: fusion:	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used:	Type: Fusion 130 Orain Powder Weight:	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used:	Type: Fusion 130 Grain Powder Weight: Primer Used:	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used:	Type: Fusion 130 Orain Powder Weight:	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size:	Type: Fusion 130 Grain Powder Weight: Primer Used:	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication):	Type: Fusion 130 Grain Powder Weight: Primer Used:	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Reminster	Powder Weight: Primer Used: Reloader Used:	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Remington How often do you clean the bore? (Months or Nu	Type: Fusion 130 Orain Powder Weight: Primer Used: Reloader Used:	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Remington How often do you clean the bore? (Months or Nu	Powder Weight: Primer Used: Reloader Used: mber of rounds) 1 time umber of rounds) 1 time	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Remington How often do you clean the bore? (Months or Nu	Powder Weight: Primer Used: Reloader Used: mber of rounds) 1 time umber of rounds) 1 time	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Remington How often do you clean the bore? (Months or Nu How often do you clean the action? (Months or N How often do you clean the trigger assembly? (Months of Normal Company of the Normal C	Powder Weight: Primer Used: Reloader Used: mber of rounds) 1 time umber of rounds) 1 time	
Manufacturer: Felenal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Remington How often do you clean the bore? (Months or Nu How often do you clean the action? (Months or N How often do you clean the trigger assembly? (Months of Normal Service) Brand of lubricant used: Remington	Powder Weight: Primer Used: Reloader Used: mber of rounds) I time umber of rounds) I time tonths or Number of rounds) I none	
Manufacturer: Federal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Remington How often do you clean the bore? (Months or Nu How often do you clean the action? (Months or N How often do you clean the trigger assembly? (M Brand of lubricant used: Remington	Powder Weight: Primer Used: Reloader Used: Thio will Not	
Manufacturer: Felenal Other (i.e. bullet weight/type, shot size, powder) Handload Information: N/A Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Remington How often do you clean the bore? (Months or Nu How often do you clean the action? (Months or N How often do you clean the trigger assembly? (Months of Normal Service) Brand of lubricant used: Remington	Powder Weight: Primer Used: Reloader Used: Thio will Not	

How often do you lubricate the bore? (Months or Number of rounds) I fime

How often do you lubricate the action? (Months or Number of rounds) I fime

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?

YES NO

Comments: only got I shot out as theguni

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed? NA

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

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison 14 Hoefler Ave Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW: IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

- :: Record the serial number of your firearm before sending it.
- :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.



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

REM 710-270W/S REGULAR PRICE p299.99 A 6042512 349.99

Serial Number: 71172273

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

11-07-2005

Returns & exchanges must be made with original necessity within 90 days of purchase. Refunds will be processed in the manner of original more chase. You will be asked to za valid photo ID.

0106 3104

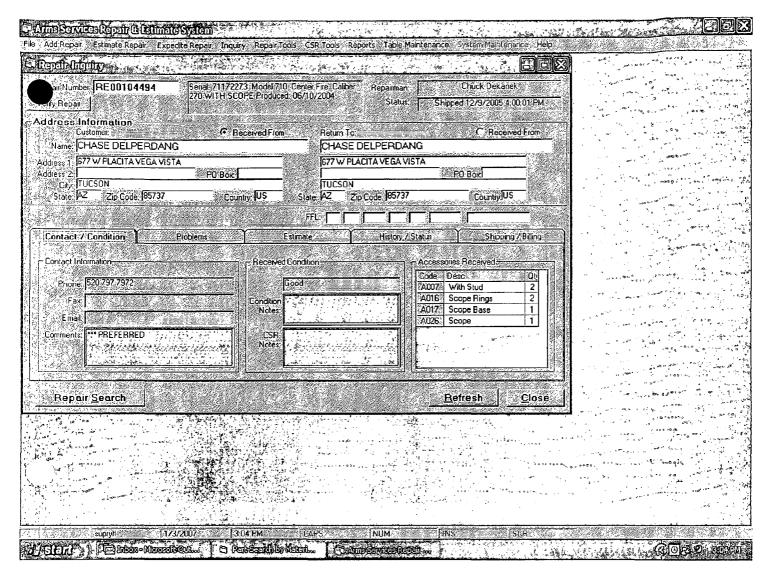
\$299.99

Date:	12/7/05	_
Ву:_	BruceTimois	

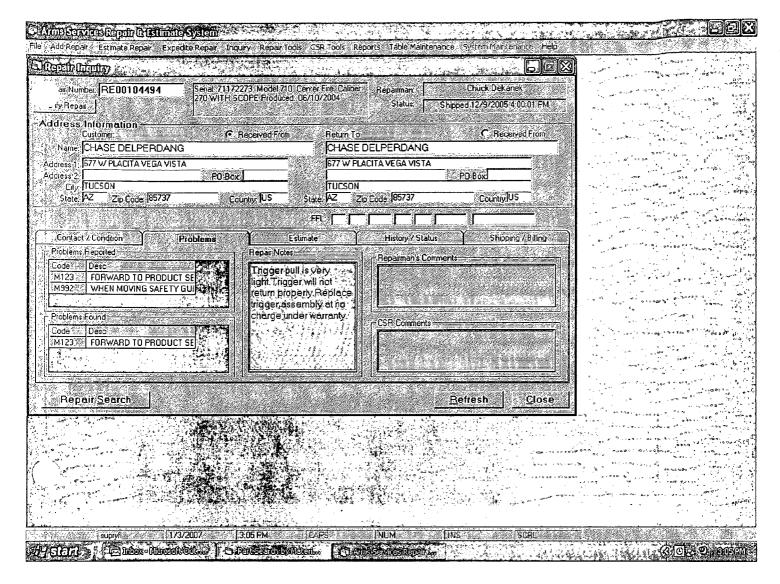
FIREARM INSPECTION WORKSHEET

BACKGROUND			
Customer name: Chase Delp	endang		 ,
R.E. Number: 104494			
Reason for inspection: FSR			
<u>FIREARM</u>			
Manufacturer: Jum.	Model:	710	
Serial Number: 7// 727) 3	•		6/04
Overall external condition: Good	· · ·		
Barrel condition: O(CA) 4			
Receiver condition: 0 1004			
Stock condition: 0/UAY			
Bolt/firing pin condition:			
Trigger assembly condition:			
Engagement:	···		
Adjustments/alterations:			
Other: vary lite to	ig pull -	Thing w	on't return
Headspace: —			
Function evaluation:			

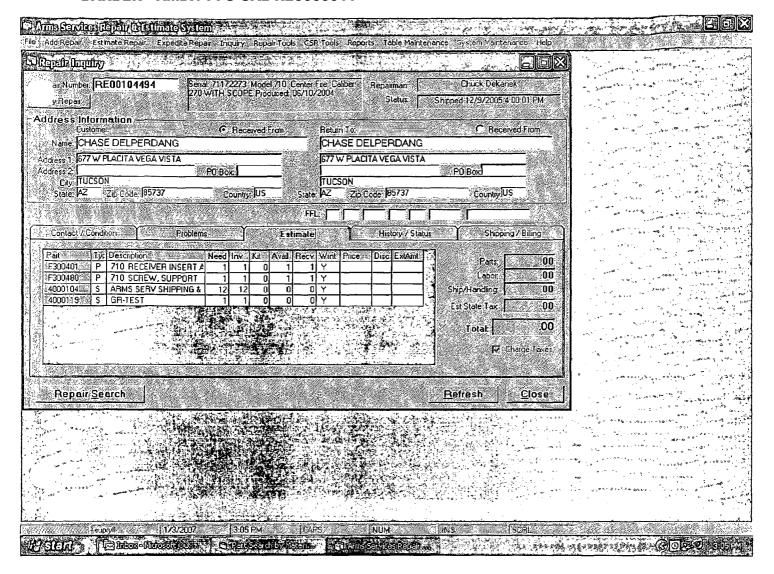
•	Feeding:		<u> </u>			· 		
	Extraction/ej	ection:	·	· 				
	Trigger pull:	1.54	·		 			
	Manual safet			•				
Test	firing results (if	applicable):					
DISPOSITIO	•				;			•
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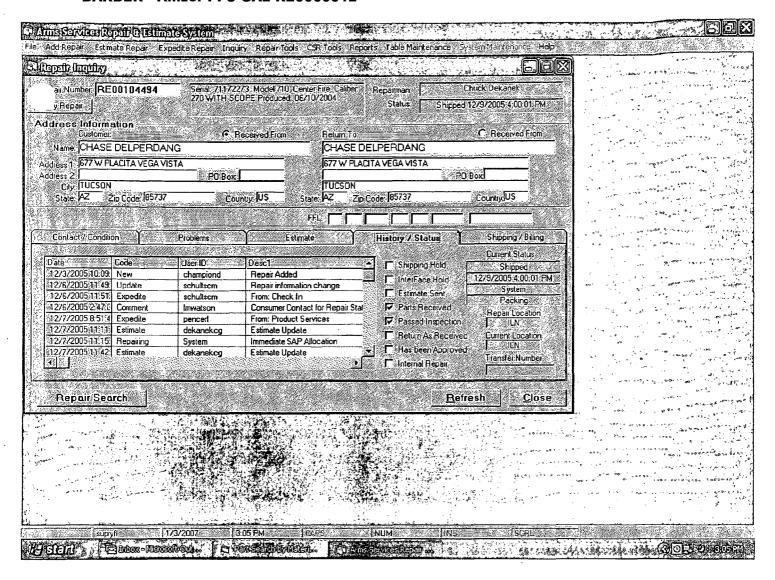
PS 06980 A



PS 06980 B



PS 06980 C



PS 06980 D

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Variable and the second	guiry, Repair Tools, CSR Tools, Reports, Table Maintenance, System Maintenance, Help	100
S. Melpeth Originally		And the second s
ar Number RE00104494 Seral 7117	2273 Model 710 Center Fire Caliber Repairment Chuck Dekanek SCOPE Produced: 06/10/2004 State: 12/10/2006 M000 PM	
иў Верап	Status Shipped 12/9/2005 4:00:01 PM	
Address Information Customer:	Received From Return To: Received From:	ر المراجع موجود المراجع المراجع المراجع المراجع المراج
Name: CHASE DELPERDANG	CHASE DELPERDANG	والمراجع والمعادل والمراجع وال
Address 1 677 W PLACITA VEGA VISTA	677 W PLACITA VEGA VISTA	ر از در
Address 2 RO:Bo	TUCSON	ارای ایران در ایران در در در ایران در ای
Stale: AZ Zip Code: (85737 C	ountry: IUS State: AZ Zip Code: 185737 (Country: US	الله الله الله الله الله الله الله الله
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Contact / Condition Problems	Estimate History / Status Shipping / Billing	الاست. مورد الله الله الله الله الله الله الله الل
r Shipping Method and Charges	Repar Type: Firearm	
	Payment Method: Warranty Order Nbr 160040: Standard Warranty	ا الله الإسلام الله الله الله الله الله الله الله ا
Standard S/HiCharges: 0	Bill To Addiess	and the same of th
Additional S/H: Charges: 00	Name CHASE DELPERDANG	The second secon
Total S/H Charges:	Address 1, 677 W PLACITA VEGA VISTA Address 2	الله الله الله الله الله الله الله الله
Shipment-Tracking: 121:14813A800157/102	City TUCSON	
	State AZ Zip Code: 05737 Country IUS	And the second of the second o
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(PS 06980 E)

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				\$0.00	AMAG		REM	12/7/2004	Litigation: PreLitigation: PreLitigation: Obsolete: Complete Conduction: Could not duplicate concern: metal is rusting. Check over completely sirefinish metal bartsinstall new:1A-atin/cunder-warranty. Repair and Shipping:0ocument:2/20/05			
					Caliber: 7 MMMAG		Manufacturer:	Ξ_{-}	Obsolete: cover completely: and Shipping: Doc			
104697%)	ND J Settlement Amount:		ight:	Manufa	Date Mfgd:	Gheck ove			
per:			DETERMINED	UNJ UNC UND J	12/12/2005	Bullet Weight:		XX	PreLitigation: n=metalis rustin eunderwarranty			
Arms Service number: First Name: MARK City: BAXTER	Home Ph:	Concern Code: 1008	CLOSING Cause: OTHER - UNSPECIFIED OR UNDETERMINED	UNU	ed by P/S:	/12/2005	ysis:	Date Code:	te concern - r			
	Vne-1 F		R - UNSPECII	on: UND	Date Opened by P/S:	Date Closed: 12/12/2005	Date from Analysis:		Litigation: Id'not duplica S - Install new			
N /E	Zip: 56425	PD P S	SING se: OTHEF	Classification: UND FINISH METAL	5	Date (De	Serial: 71175438	Comments: Cou	51 AM		
21897[R MOUNTAI WOOD DRIV		PI P	BOLT	PRY Classificatio	12/12/2005			l Serial:	Comr		12/13/2005	
File Number: 21897 Last Name: GANDER MOUNTAIN Street: 14275 EDGEWOOD DRIVE	State: MN	cern: S	Concern: FIRED ON BOLT CLOSING Cause Code: 4040 Cause:	Assigned To: SUPRY Settlement Detail: N	Date Opened Rem:	ncident:	nalysis:	.10	7/10	Time of Modification:	Pate of Modification	
File Number: Last Name: Street: 142	State: MN Work Ph: [1]	Type Concern:	Concern: Cause Co	Assigned Settleme	Date Ope	Date of Incident:	Date to Analysis:	Model: 710	RAMAC:	Time of M	Date of N	

[18690 Sq



TRACKING DOCUMENT

Repair Order Number



Repair Order Number

RE00104697 Account # - R- Description/Serial Number

71175438

Model 710 Center Fire Caliber: 7 MM

REM MAG

Repairman -

Charles Swanson

Date Received · 12/12/2005

Estimate Date -

GANDER MOUNTAIN

GUN PARTS DEPT

14275 EDGEWOOD DRIVE

BAXTER. MN 56425 US

Current Date - 12/13/2005

Customer

GANDER MOUNTAIN ATTN CINDY KILBRIDE 180 E 5TH ST SUITE 1300 SAINT PAUL. MN 55101 US

Phone (H)

(218)-828-1736

M122

M123 M990

Fax Email

Reported

M122 M123

Phone (W)

RUSTED COMPONENT

FORWARD TO PRODUCT SERVICE

FOR INSPECTION

M992

FIRED WHEN WORKING BOLT

Found

Return To

RUSTED COMPONENT

FORWARD TO PRODUCT SERVICE F

RECOIL PAD MISSING

Repair .

Problems

Material #	MaterialDesc	;	<u>Quantity</u> Needed	<u>Quantity</u> From Inv	<u>Quantity</u> From Kit	Warranty (Y/N)
Part F300401	710 RECEIVER INSERT ASSEMBLY & COMPLETE		. 1	1	0	Y
F305455	710 STOCK ASSEMBLY COMP SYN	, B	1	. 1	0	Y
Part	Total:		2	2	0	
Service		<i>¥</i>				
4000104	ARMS SERV SHIPPING & HANDLING)	0	0	0	Υ .
4000119	GR-TEST	1	1	1	0	Y
4000128	GR-REFINISH BBL&REC-PARKERIZED	, 3	1	1	0	Y
4000294	GR-CHECK TPA	₹	1	1	0	Y
Service	Total:	*	3	3	0	

Could not duplicate concern. Will replace trigger assmb. and refinish at n/c to you. **RoblemNotes** BREPREC Test Pattern Repairman Proof Clean Farget Gallery Tester Date Date Date Date Date

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.

Type: Rifle

Serial Number: 71175438

Model:

710

Cal/Ga.: 7mm

Cased?:

DESCRIPTION OF ITEM RETURNED:

Remington 710 7mm Mag Rifle

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

71175438

Model: 710

DE 00104697

RE00104697

Rupho e TPA, check our, clear TO restore confidence. ATN/E warnanty

afinish BDL/Rec. ASSM.

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 *

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

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

FIREARM IN	FORMATION		4	9	Property Commence of Commence	- 10 - U ²	
Manufacture	r: Remington	Arms Co Inc.	Туре:	Rifle	Serial Number:	71175438	
Model:	710		Cal/Ga:	7mm	Firearm Value:	\$450.00	Cased?:□

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 cuztomers needs and repair or replace. Customer had istalled R3 recoil pad which we at gander removed.

		LAB	ØR .		
UPC	Description				Amount
				Labor Sub Total:	

Labor Notes:

	* PA	RTS	
UPC	Description		Amount
		Parts Sub Total:	

Parts Notes:

* Estimate Only *

By law, customer must pick up

	(19) TOTALS
	Labor Sub Total:
+	Parts Sub Total:
	Total:
-	Deposit Amount:
	Amount Due:

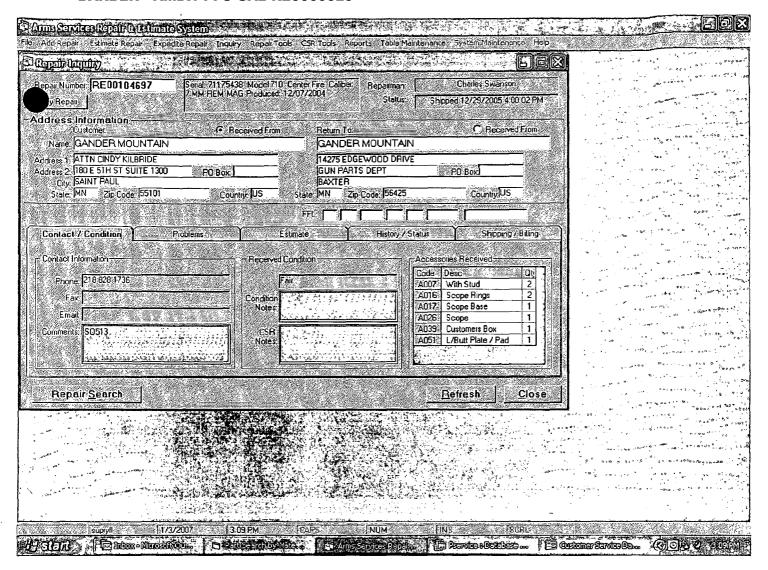
^{*} Does not include Sales Tax *

Date:	12/12/05
By: 13	ruce Travis

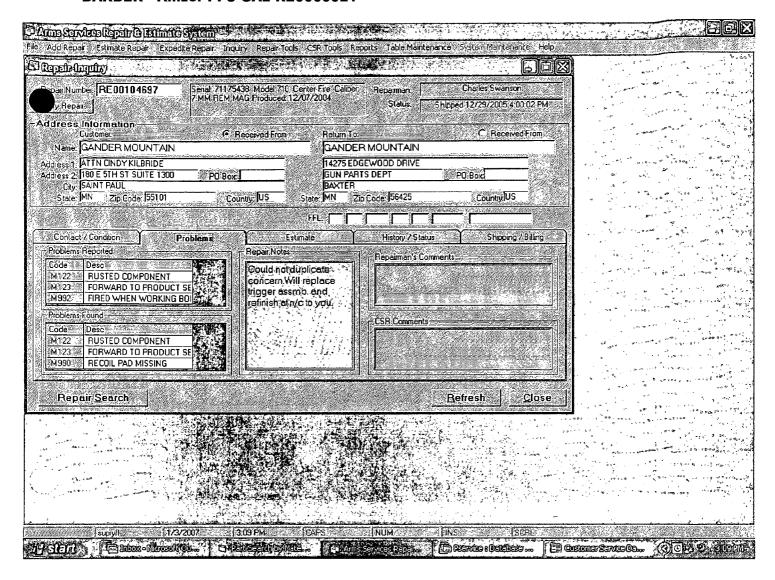
FIREARM INSPECTION WORKSHEET

BAC	<u>KGROUND</u>
	Customer name: GAWJen MTN.
	R.E. Number: 104697
	Reason for inspection: FBC
FIRE	<u>CARM</u>
	Manufacturer: Num. Model: 7/0
	Serial Number: 7/175438 Date of Manufacture: 12/04
	Overall external condition: 600 d
	Barrel condition: 0/0044
	Receiver condition:
	Stock condition: 0 (USY
	Bolt/firing pin condition: 0/MY
	Trigger assembly condition:
	Engagement:
	Adjustments/alterations:
	Other:
	Headspace:Function evaluation:
	ruicuon eyatuanon:

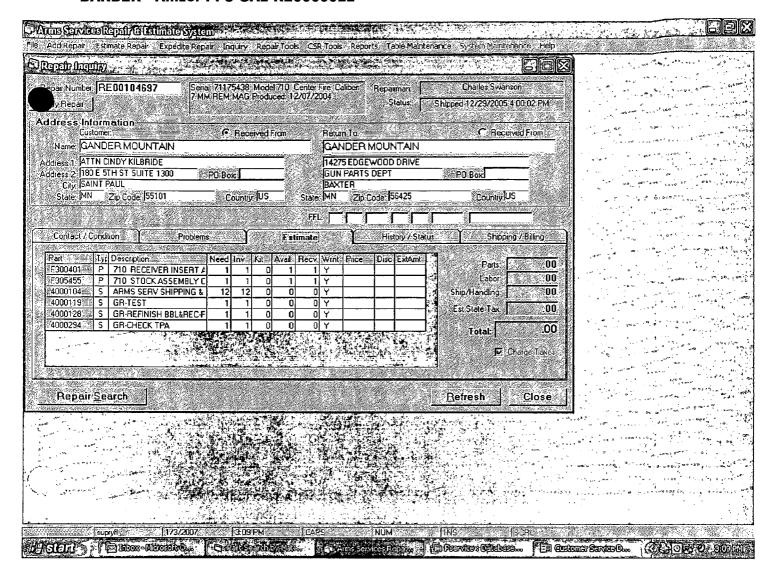
Feeding:	
Extraction/ejection:	· ·
Trigger pull: 5,5 th	
Manual safety: 01444	
Test firing results (if applicable):	
DISPOSITION	
could not duplicate concern Riplace TPA, checks	ola,
clear at N/c mannanty.	
ADDITIONAL COMMENTS	
metal misty - will boundinished	
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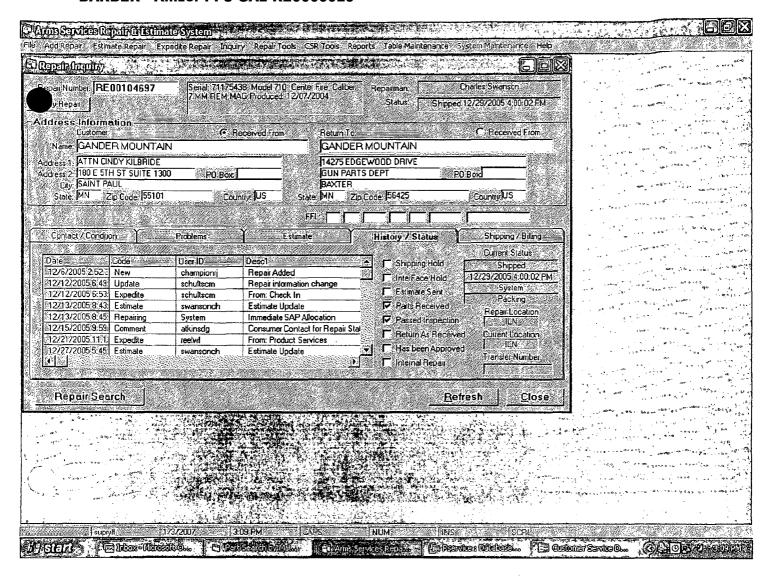
PS 06986 A



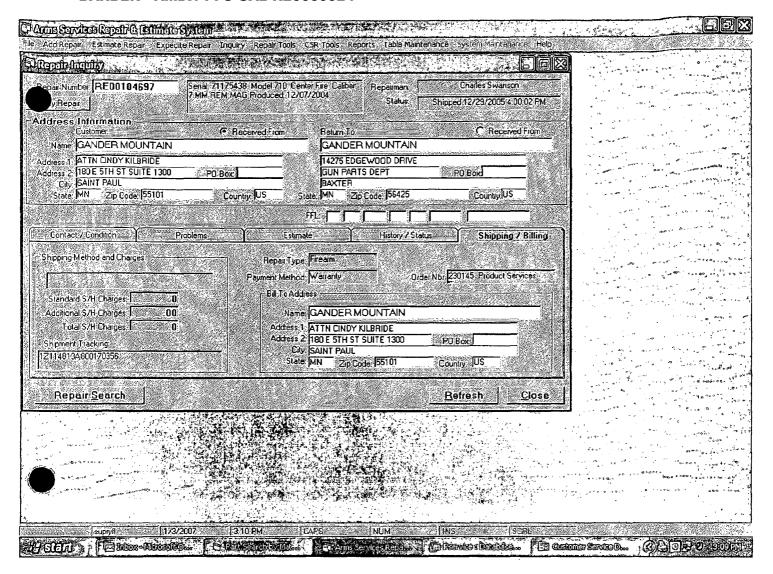
(PS 06986 8)



(PS 06986C)



PS 06986 P



PS 06986 E

Date of Modification:	Custody:	RAMAC: 710	Model: 710	Date to Analysis:	Date of Incident:	Date Opened Rem:	Settlement Detail:	Assigned To: SUPRY	Cause Code: 4038	Concern: FIRED ON SAFE RELEASE	Type Concern: S	Work Ph:	State: MI	Street: 1513 STEWART ROAD #209	Last Name: KREPS	File Number:
2/13/2006	10:35:25 AM		Serial: 71007438	L Da	Date C	2/9/2006	Settlement Detail: NEW TA AT SPECIAL PRICE	Y Classification: UND	Cause:	SAFE RELEASE	PI PD P S	Product Type:	Zip: 48162	RT ROAD #209		22133
	TA at 1/2 normal charges Repair and Shipping Document 2/20/06	Litigation:	Date Code: AV	Date from Analysis:	Date Closed: 2/10/2006 Bull	Date Opened by P/S: 2/10/2006		on: UND UNJ UNC UND J	de de la composición		Concern Code: 1007	ype: F F A	Home Ph: 734-457-3762	City: MONROE	First Name: STEPHEN	Arms Service number:
	1 Shipping Document 2/20/06:	tion: Obsolete:	Date Mfgd:	Manufacturer:	Bullet Weight:	2006 Caliber: 30 06	Settlement Amount:	ND J			7	<u> </u>	457-3762		IEN	per: 108022
		and install new	3/2/2001	REM		106	\$0.00									

Kemington.

TRACKING DOCUMENT

Repair Order Number



Repair Order Number

Description/Serial Number

RE00108022

Account # - R-

71007438

Model 710 Center Fire Caliber: 30-06

Repairman - Dale Lewis

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

Phone (H) Phone (W)

(734)-457-3762

Return To

STEPHEN KREPS

1513 STEWART ROAD APT 209

MONROE, MI 48162 US

Fax

SAKROPS@YAHOO.C Email

Reported

M123

FORWARD TO PRODUCT SERVICE

FOR INSPECTION

M992

FIRED WITHOUT TOUCHING TRIGGER - WHEN MOV

M123

ideomoreadous valores estados valores estados estados estados estados estados estados estados estados estados e FORWARD TO PRODUCT SERVICE ${\tt F}$

Material #	<u>MaterialDesc</u>	N.	Quantity	Quantity	<u>Quantity</u>	Warranty
		3	Needed	From Inv	From Kit	(Y/N)
Part	,					
F300401	710 RECEIVER INSERT ASSEMBLY		1	1	0	N
	COMPLETE					•
F300519	710 SPRING, BOLT STOP	3	1	1	0	Y
Part	Total:		2		0	
Service						
4000104	ARMS SERV SHIPPING & HANDLING		.0	0	0	N
4000119	GR-TEST		1	1	0	N
Service	Total:		1	1	0	
l	ž	100				

ProblemNotes	could not du service	plicate concern,tr	ig set screwaltered ,re	eplace tpa,check over o	elean at 1/2 msp per prod
			estante de la constante de la		
Repairman	Proof	Clean	Tel	Target	Pattern
Gallery Tester	Date	Date	Die	Date	Date

Brand of lubricant used:

Remingion.				
Factory Repa (NOTE: Please print and complete this fo	ir Instructions rm, and then include it with y	our firearm.)		
Model Number:	Serial Number: 71	007438		
Are you the original owner?: XYES INO	·			
Name: STEPHEN KREPS	Date of Purchase:	07/2002		
Address (no PO Boxes): 1513 STEWA	12- Rd # 20	9		
		·		
City: MONROE	State: M	zip: 48162		
Phone (Daytime): 734, 457, 3762	Fax:			
E-mail Address: SAXQQS @ I would like to receive future e-mail updates from F	YANAOO · WM			
Please describe your problem:	1	,		
ON THREE DIFFERGENT	OCCASIONS -	RIPLE		
DISCHARGED WHON		AS Bolipsio		
WITHOUT TOURHING .		M.		
		. •		
	The second of th	•••		
profit in the second se				
Ammunition Information:	V			
Manufacturer: REMINGTON	Type: CORE LOCK	- 1703- PSD		
Other (i.e. bullet weight/type, shot size, powder):	And the second of the second of			
	en en agentage de la companya de la			
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) AFFICA	EACH USE		
How often do you clean the action? (Months or Number of	How often do you clean the action? (Months or Number of rounds) AFTER EACH USC			
How often do you clean the trigger assembly? (Months o	r Number of rounds)	,, ',		

741

3/0

				
How often do you lubricate the bore? (Month	s or Number of rounds)	HEMEN	EACIL	125
How often do you lubricate the action? (Mon	ths or Number of rounds)		۲.	
How often do you lubricate the trigger assen	nbly? (Months or Number of re	ounds)	' م	• • •
Have you reviewed the cleaning and mainter	nance recommendations on ou	ır web site or in oı	Ir owners m	anual?
Comments:			1	
	7.7.086	0100		RELL
When was the last time that your fire				
What were the services performed?				
			8 6 8 File	1881
	A G		:/9p	юM
Ship your INSURED firearm by eitl	SAITA			of: is
REN			NY	of tention
KEI		Lond	yuu	9 9
ATT			<u>-</u>	
سيدين هو او ادبية ديدينين المنظمية الوراقيدين وي ديورد. الما الم	14 Hoefler Ave	يونونون به المواقع الم المواقع المواقع المواق	* ***	

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.

...Ilion, NY 13357

- :: Record the serial number of your firearm before sending it."
- :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.



del: 710



RE00108022

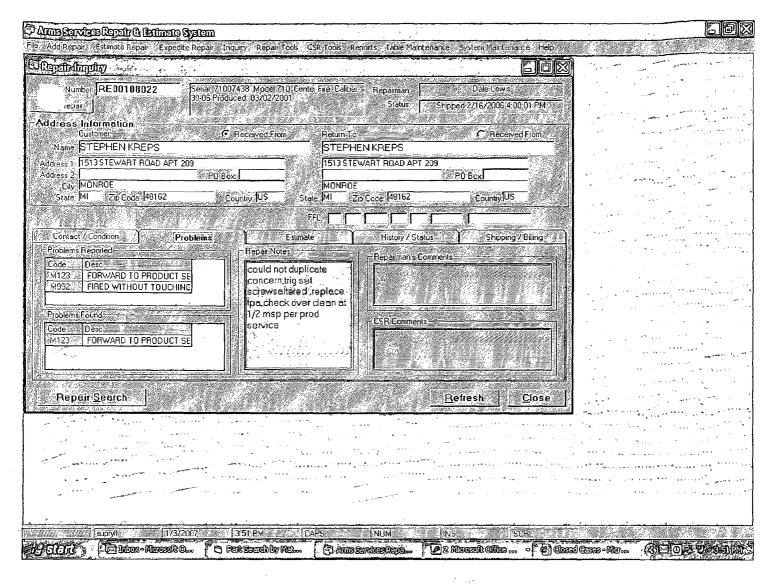
could not duplicate concern Trigset screws attened. Apprect PA, check over, clean At 1/2 MSP.

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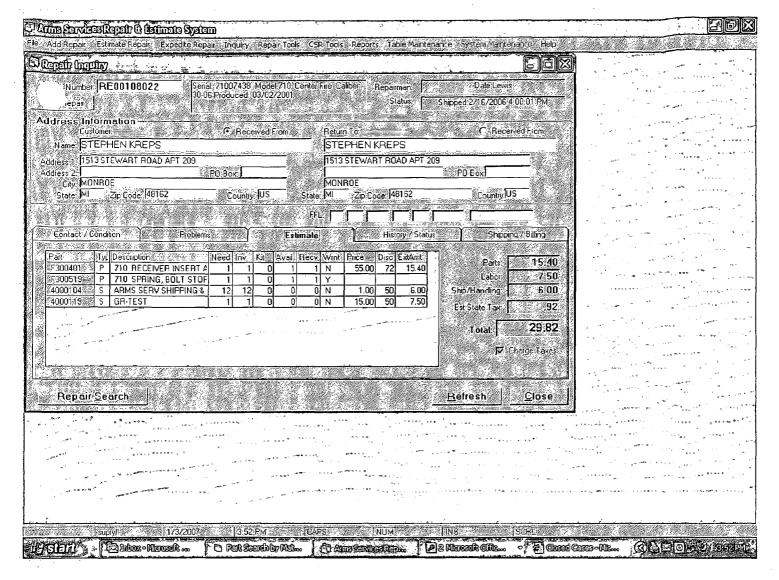
	FIREARM INSPECTION WORKSHEET
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DACE	Customer name: Stephen Kneps
•	R.E. Number: 10 8022
	Reason for inspection: FR 2
FIRE	<u>ARM</u>
	Manufacturer: 10m, Model: 710
	Serial Number: 71007438 Date of Manufacture: 3/6/
•	Overall external condition: Fair
	Barrel condition: 0/WY
	Receiver condition: OIWY
	Stock condition: 0 lung
	Bolt/firing pin condition: OICMY
	Trigger assembly condition:
	Engagement: ALTENED
	Adjustments/alterations: WCTIRED
	Other:
	Headspace:
	Function evaluation:

Feeding:	•		
Extraction/ejection:			
Trigger pull: 3#			
Manual safety: Oluay			
Test firing results (if applicable):			
DISPOSITION			•
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Number RE00108022 Serial:71007438 Model:710. Center,Fire: Caliber: Repairman: Date:Lewis	en e
30:06 Produced 03/02/2001 Status Shipped 2/16/2006 4:00:01 PM	
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Email SAKROPS@YAHO0;COM Notes 40175 Scope Base 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	The second of th
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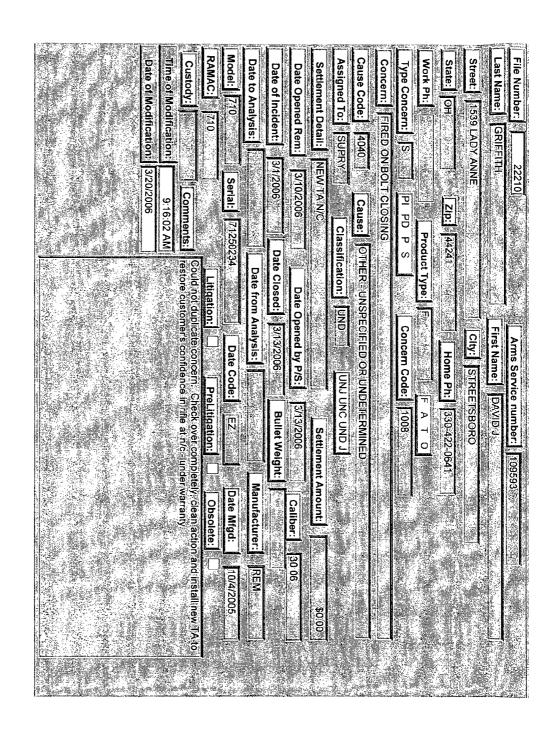
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PS 06992 E



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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

71250234 Model: 710 RE00109593 could not deplicate concern.

replace TPA check over, cleans

AT W/c to restore

confidence in refle.

Remington.

Factory Repair Instructions (NOTE: Please print and complete this form, and then include it with your firearm.) Model Number: 710 Serial Number: Are you the original owner?: Date of Purchase: Address (no PO Boxes): State: (7/) E-mail Address: would like to receive future e-mail updates from Remington. Please describe your problem: **Ammunition Information:** Manufacturer: Winchester Other (i.e. bullet weight/type, shot size, powder): Handload Information: Weight: Powder Used: 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:

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 002089220010 11.87 X **BOLT RIFLE** 004770027410 324.33 X SUBTOTAL 348.07 5.96 X 15.96 X 009736153783 VIDEO SHOWER CURT 066553810205 369.99 SUBTOTAL 4GUAGELINER 2.33 X 066553850001 SUBTOTAL 372.32 24.20 TAX 1 6.500 % TOTAL 396.52 400.00 CASH TEND CHANGE DUE

ITEMS SOLD 6

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

***** RETURN & EXCHANGE POLICY *****
All ammunition sales are final.

Date:_	3/13/06	<u>-</u>
Ву:	B.TIMUS	

FIREARM INSPECTION WORKSHEET

ACKGROUND	
Customer name: David J.	GRIFFITH
R.E. Number: 109593	
Reason for inspection: Accide	Maldischange
REARM	
Manufacturer: Rem.	Model: 710.
Serial Number: 7/2	·
Overall external condition: Cood	1
Stock condition: 01044	
Bolt/firing pin condition: Occusy	· · · · · · · · · · · · · · · · · · ·
Trigger assembly condition:	
Engagement:	
Adjustments/alterations:	
Other:	
Headspace:	
Function evaluation:	

	Feeding:
	Extraction/ejection:
٠	Trigger pull: Y ^H
	Manual safety: 0/44
Test f	iring results (if applicable):
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Repáil : Státus Shipped:3/21/2006:4:00:02/PM Státus Shipped:3/21/2006:4:00:02/PM	
Address Information: Eustomer	
Name: DAVID GRIFFITH DAVID GRIFFITH	The second secon
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Address 2 PO Box PD Box STREETBORO STREETBORO	The state of the s
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(PS 06998 A)

ழேசிச பெறுயிலு air:Number RE00109593	Senal: 71250234 Model 710: Ce	nterFire Caliber Repairman	Robert Frink	
Hepail ddress Information Customer	3005:Produced: 10704/2005	Slatus Return To:	Shipped:3/21/2006;4:00:02:PM:	
Name: DAVID GRIFFITH ddiess 1: 1539 LADY ANNE ddiess 2:	PO Box.	DAVID GRIFFITH 1539 LADY ANNE	PO Box	
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8:55:08 AM

PrintDisplay



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

Case Information

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

Customer Information

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

Incident Information

Repair Medical Medical Claims Codes Est. Treatment Status

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Could Not Duplicate PD Cause: 4038

Concern

Concern:1025 Unexplained Discharge - No Fires without pulling trigger

Mention of Safety Position

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

Firearm Information

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

Original Date Where Purchased Accessories Purchased Owner

AMERICAN ROD SCOPE WITH 8/1/2006 Y & GUN RINGS ANG BASE

CUST.CONCERN:DISCHARGES ON ITS OWN WITHOUT PULLING TRIGGER

Ammunition Information - None Defined Other Products Information - None Defined Settlement

REMINGTON/710/CF/BA

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

Repair as needed under

PrintDisplay Page 2 of 3



Repair/Replacement Repair/Replacement Cost Date

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

Examination[REMINGTON/CF/BA]

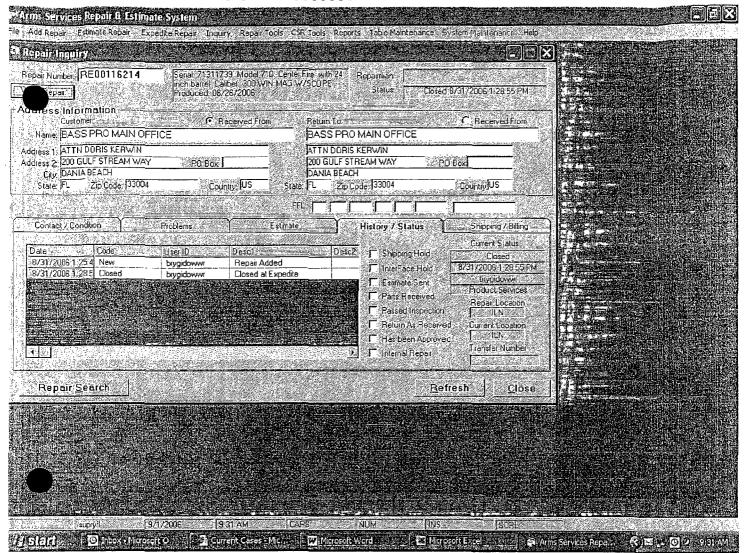
Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		9/1/2006
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 300 WIN MAG
	Date Code		PA
	Bore Plugged	False	
el	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
Bolt	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Like new; Functioning	
Extractor	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
	Notch Condition	Select	
Magazine	Condition	Select	
	Box Condition	Like new; Functioning	
	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	/ - -
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Safety	Description		STANDARD M/710 SAFETY
Safety	Function	Like new; Functioning	
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Seal	Notch	Like new; Functioning	
T	Test Fired	False	
Tests	Feeding Test	False	
	Condition	Like new; Functioning	
Trigger	Pull	Select	5#
	Altered	False	

Mo J. 710 RE00116214

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BARBER - Kinzer PPS GAL RE0006050



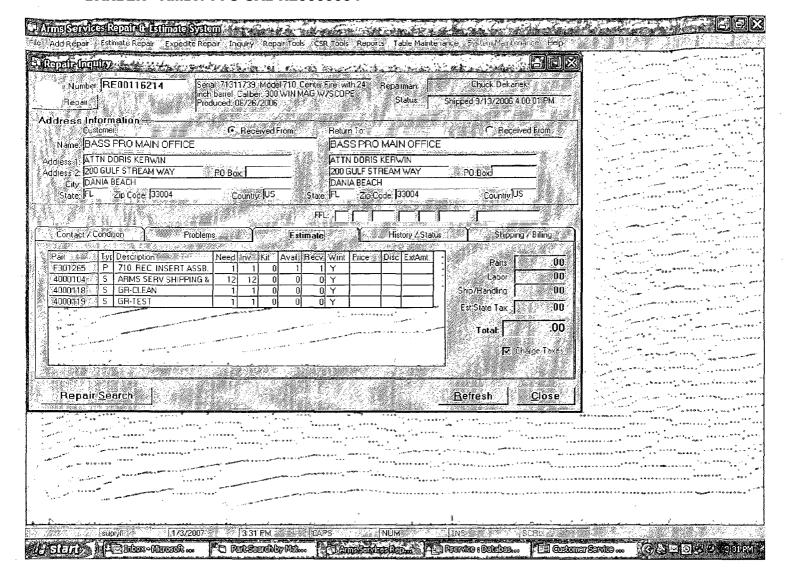
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Page 1 of 3

PrintDisplay

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

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

Incident Information

Claims Codes Repair Medical Medical Est. Treatment Status

PΙ

PD

Cause: 4038 Could Not

Duplicate Concern

Unknown

Fires on safe release

Concern:1007 Fired on Safe Release

C

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
 Where Purchased
 Aggessories
 Original

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. Cash Settlement APV AP

New

Page 2 of 3

PrintDisplay

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

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	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
L	Notch Condition	Select	
	Condition	Select	
Magazine	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
Overall	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	
Seal	Notch	Like new; Functioning	
Tests	Test Fired	False	
1 6515	Feeding Test	False	
	Condition	Slightly Worn; Functioning	
Trigger	Pull	Select	5.5#
	Altered	False	

CASER

5,5 8/02 ww 8/02

Remington

Factory Repair Instructions (NOTE: Please print and complete this form, and then include it with your firearm.) Model Number: Serial Number: Are you the original owner?: Name: Date of Purchase: Address (no PO Boxes): State: Zip: Phone (Daytime): E-mail Address: I would like to receive future e-mail updates from Remington. Please describe your problem: **Ammunition Information:** Manufacturer: Other (i.e. bullet weight/type, shot size, powder): Handload Information: Powder Used: Powder Weight: Case/Hull Used: Primer Used: Reloader Used: Bullet Type/Shot Size: 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

check our completely, replace NEC. I usent complete: Function LEST AT N/L

Brand of lubricant used:

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How often do you clean the trigger assembly? (Months o

71073513

Model: 710

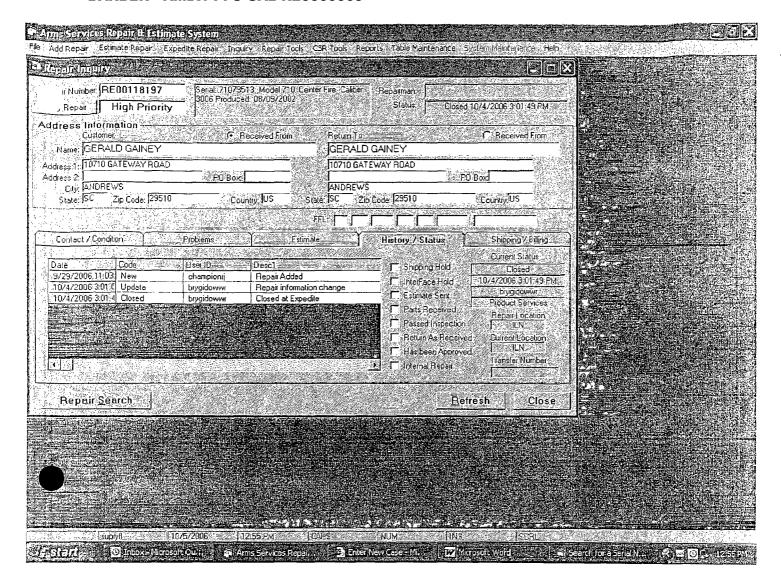
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RE00118197

BARBER - Kinzer PPS GAL RE0006060

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds) ond A Month
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? YES NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed? Chelle Bally was
Remail ?
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC
ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357
WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.
The state of the s
:: 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 bases may not be returned.)
:: Remove all accessories from your fireating to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.
Charge repairs will be processed using the following guidelines:
:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over

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Teleschie deutschausen von Bereit	7-843-264-8524	
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yRepair High Priority 3000	5:Produced 08/09/2002 Status	For a large deposit and a second second and a second secon	
Addressinformation			
Custome:	Peceived From Peturn To	C Received From	
name: GERALD GAINEY	GERALD GAINEY		
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City ANDREWS	ANDREWS		270
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Remington Arms Co., Inc.
Product Service
Legal Case #:687

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Case	Inform	iauvii

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	Medical	Medical
Claims	Codes	Est.	Treatment	Status

PΙ

PD Cause: 4006 Altered Adjustments or

Components Unknown

Fires on safe components release Concern:1007 Fired on Safe Release

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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
					CAL V	WI A

Offered repair at 1/2 price.

PS 07011

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=687&Type=Case

12/1/2006

PrintDisplay Page 2 01 3

Repair/Replacement Repair/Replacement Cost Date

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

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/27/2006
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM SET SCREWS ALTERED
	Description		22" 270 WIN
	Date Code		PY
	Bore Plugged	False	
	Bulged	False	
Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
Magazina	Condition	Select	
Magazine	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	<u> </u>
	Fore End Condition	Select	PS 07012

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	Receiver	Condition	Slightly Worn; Functioning	
	Receiver	Bulged	False	
4	Safety	Description		STANDARD M/710 SAFETY
	Salety	Function	Like new; Functioning	
١	Sear	Lift	Select	N/A
	Scal	Notch	Like new; Functioning	
ı	Tests	Test Fired	False	
١	1 5513	Feeding Test	False	-
		Condition		INSERT RAILS MISSASSM OUTSIDE OF FACTORY
ı	Trigger	Pull	Select	1.75#
		Altered	True	SET SCREWS ALTERED

Corporate BATF

Description Modelid Material ProdLoc ProdDate

6/21/2004 Model 710 W/Scope BOLT ACTION CENTERFIRE RIFLE 710 27408

22" Barrel .270 Cal. W/4 Shot Mag Box

Zip Code Delivery UserID Activity Reason Code Loc Customer Name 004/06/25 SHIP OHL ACADEMY CORP 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

27408 06/21/2004 Model 710 W/Scope Bolt Action Centerfire Rifle MAY 710

22" Barrel .270 Cal. W/4 Shot Mag Box

Shipment DelNoteNbr HoldStatus Inv Loc OverPack Pallet Transfer Date Status

Transfered 06/22/2004 Staging 030073564 P30004998 T30000227

History: Date Action User Activity Description

2004/06/08 Assigned chambleead

2004/06/15 Etching receiver

2004/06/15 Etched receiver

2004/06/21 Packed SASSEENTD

27408, 710 Received from Packing 2004/06/21 Warehoused PLH

2004/06/22 Staged 2004/06/22 Transfered byrdsr T:T30000227 P:P30004998 To: OHL on T30000227 byrdsr

Location: Memphis

Material ProdLoc ProdDate Modelid Description

27408 MAY 06/21/2004 Model 710 W/Scope Bolt Action Centerfire Rifle 710

22" Barrel .270 Cal. W/4 Shot Mag Box

Inv Loc OverPack Pallet Transfer Shipment DelNoteNbr HoldStatus Status Date

06/25/2004 Intransit 030073564 P30004998 T30000227 169796 0081075860 Shipped

User Activity Description Date story: Action Transfer: T30000227 RF 2004/06/23 TransferRcv RLE 2004/06/23 Received From: MAY on T30000227

kimbleoi RLE 2004/06/23 LocChange 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 BATE

Code Loc Customer Name Zip Code Date 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

SAFETY Switch is NOT WIRKING PROPERTY -EVERY NOW AND AGAIN WHEN BOTTED, WHEN SWITCHED TO PHILIPM P. FIRE POSITION THE GUN WILL SOMETIMES FIRE WITHOUT ANYTHING TOUCHING TRIGGER.

Also THE TRIGGER IS VERY SENSITIVE. THE BOIT IS REAlly TIGHT.

> HARRY PENEGUY (50A) 512-2182

71173635

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tepair Number: RE0012070 Verify Repair	5 Serial: 7117363	5 Model 710 Cen iced: 06/21/2004	nter Fire Caliber:		Chuck Dek ApprovalHold 11/29/2	anek	
ddress Information	, 6 B.	eceived From	Return To:		C D-	ceived From	
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City: SLIDELL State: ILA Zip Code: 70)460 Cour	itry: JUS Si	SLIDELL tate: LA Zi	p Code: 70460	Country	:US	
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erify Repair	270 WIN Produced: 06/21/2004		provalHold 11/29/2006 1	0:52:38 AM	
Idress Information Customer:	Received From	Return To:		i From	
Name: 50 ACADEMY SPORTS	AND OUTDOORS	50 ACADEMY SPORTS A	ND OUTDOORS		
ddress 1: 61107 AIRPORT ROAD ddress 2: City: SLIDELL	PO Box	61107 AIRPORT ROAD SLIDELL	PO Box		
State: I.A Zip Code: 70460	Country: US State	e: LA Zip Code: 70460	Country: US		
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Part Tyr Description F300345 P 710 BOLT STOP F300401 P 710 RECEIVER INS F300539 P 710 BACKER, LEFT F300540 P 710 BACKER, RIGH 4000104 S ARMS SERV SHIPPI 4000119 S GR-TEST	ERT A 1 1 0 1 0 1 1 0 1 0 T 1 1 0 1 0 ING & 12 12 0 0 0	Wmt Price Disc ExtAmt N 3.00 50 1.50 N 55.00 50 27.50 N 3.00 50 1.50 N 3.00 50 1.50 N 1.00 50 6.00 N 15.00 50 7.50	Parts: Labor: Ship/Handling: Est State Tax: Total:	32.00 7.50 6.00 1.82 47.32 age Taxes	
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y/Repair Shipped 2/29/2006 4:UE/UNEMA	
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Number: RE00120705	Serial -71173635 Model 710 Center Fire Caliber Repairmen Chuck Dekanek 270 W/IN Produced: 06/21/2004 Status Shipped 12/29/2006 4:00:01 PM	Page 97
VenyRepair Address Information.	Jilipan aza a an	1
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88 UPS Ground COD	Payment Method CUD Payment Method Payment Method CUD Payment Method Payme	The second secon
Standard S/H Charges: 0 Additional S/H Charges: 0	Name: ISD ACADEMY SPORTS AND OUTDOORS	پېښومين پېښومين د مورو د موسود د موسود
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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 Medical Medical Est. Treatment Status

PΙ

PD Cause: 4006 Altered Adjustments or

Fired on bolt Components Unknown

closing Concern: 1008 Fired on Bolt Closing

In 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
Owner

Purchased Owner CIN SCORE

8/18/2003 SIMMONS GUN SCOPE Y
SPECIALTIES I BASE

CUST.CONCERN:FBC

Ammunition Information - None Defined
Other Products Information - None Defined

REMINGTON/710/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Settlement Settlement Settlement Apy Apy

New TA

Settlement

Repair/Replacement Repair/Replacement Cost Date

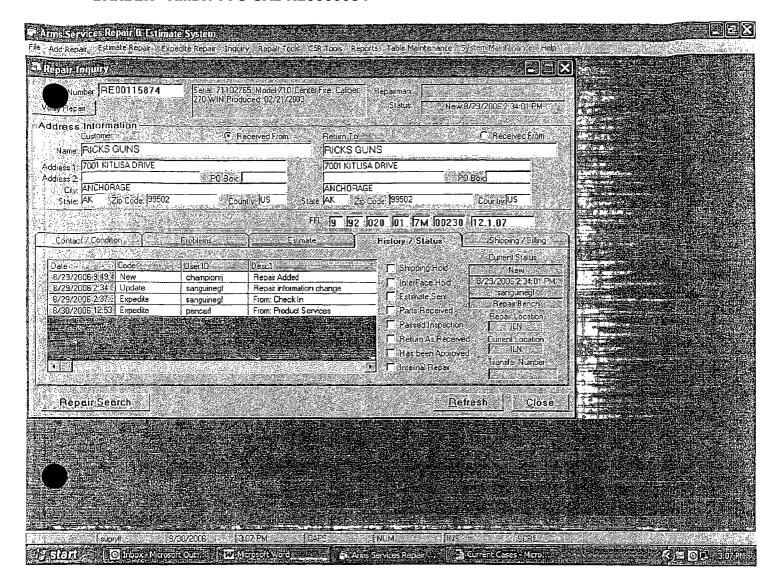
Replace receiver insert, check over completely, clean action at 1/2 MSP.

Examination[REMINGTON/CF/BA]

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

PrintDisplay

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



CASE 354

RICK'S GUNS

01 Kitlisa Drive • Anchorage, AK 99502 •

Phone (907) 248-1499 •

Fax (907) 248-3310

Lx 2/03

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 SCHEWS.
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RE00115874

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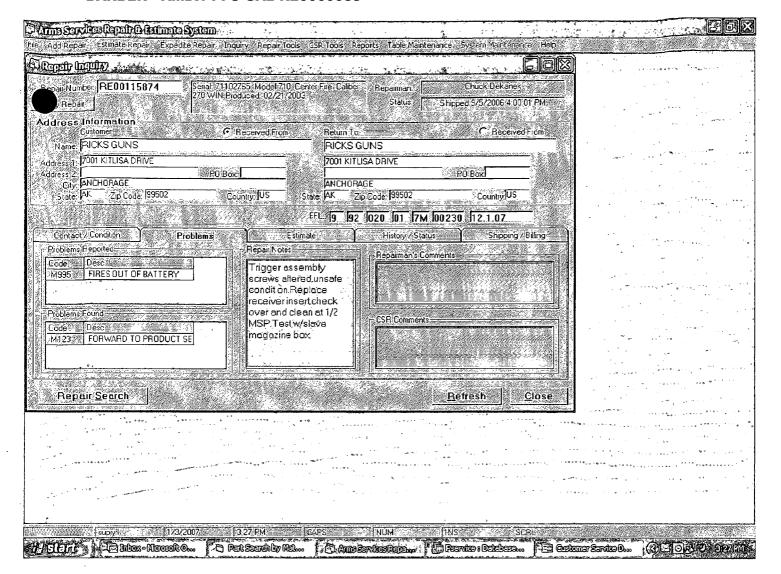
* * * * * THIS IS NOT A BILL * * * * *

* * THIS SHIPMENT CONTAINS 1 CARTONS * * *



Arms Services Repair & Estimate System	
Fie: Add Repair: Estmate Repair: Expedite Repair: Inquiry: Repair Tools: CSR Tools: Reports: Table Maintenance: System Maintenance: Help:	
Repet http://www.	
air Number RE00115874 Serial \$71102765\$ Model 710\$ Center Fire Calber: Repailman Chuck Dekanek 270 WIN Produced: 02/21/2003	
fy:Repair Shipped:9/5/2006.4:00:01/PM	
Address Information Custome: Received From Return To: Received From	
Name RICKS GUNS RICKS GUNS	The state of the s
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PS 07023 B

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Address Information	Received From ∴	Sta	lus: Shipped 9/5/2006 4		
Name: FICKS GUNS	1188-17 <u>9.1.00</u> 01	RICKS GUNS	S. 100 (1990)		
Address 1 7001 KITLISA DRIVE Address 2: ST. JANCHORAGE	ROBox:	7001 KITLISA DRIVE ANCHORAGE	PO Box		
State AK Zip Code 199502	Country: US	otate: AK Zip Code: 199	502 Country U	S	and in the second secon
Contact / Condition Problem	s Estin	The state of the s	1 7M 00230 12.1.07	ng / Billing	
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у:Перак	270 WIN Produced: 02/21/2003 	
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Page 1 of 3

PrintDisplay

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 Medical Medical Est. Treatment Status

ы

PD Cause: 4038 Could Not Duplicate

Cause 4038 Concern Unknown

S closing Concern: 1008 Fired on Bolt Closing

C

He claims that he was sighting the gun in and as he closed the bolt the rifle fired. We could not get the le 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 Where Purchased Purchased Accessories Owner

ACADEMY

8/27/2006 ACADEMY 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 Release Date Reimbursement Cash Settlement APV Al

imbursement 385.35 9/14/2006

Repair/Replacement Repair/Replacement
Cost 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]

hun. //ang/02 and 12.200/------/Datas Dia. 1.

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		9/14/2006
Examination	Product Type		RF
-	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 7MM REM MAG
	Date Code		KZ
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
II	Shroud	Like new; Functioning	
Bolt	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Like new; Functioning	
Extractor	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
	Notch Condition	Select	
Mana	Condition	Select	
Magazine	Box Condition	Like new; Functioning	
	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
	Condition	Like new; Functioning	
eceiver	Bulged	False	
C-C .	Description		STANDARD M/710 SAFETY
Safety	Function	Like new, Functioning	
	Lift	Select	PS 07

PrintDisplay

	u		_
Sear	Notch	Like new; Functioning	
T4-	Test Fired	False	
Tests	Feeding Test	False	
	Condition	Like new; Functioning	
Trigger	Pull	Select	5#
	Altered	False	

3ank Acct

JSD Amt
fin Foreign Currency)

ORIGINAL

${\it Remington\ Arms\ Company,\ Inc.}$

Madison, North Carolina 27025-0700

		Seller's Invoice		
Purchase Order No. Fred Supry	Seller's Invoice No.	Date	·	
Name of Person Originating APV Ilion - 3606	Pay To:	Jeremy West		
ocation/Extension of Originator 09/14/06	Street and No.	4208 Rhode Island Avenue		
Date Prepared	City <u>Edmond</u>	State OK	Zip Code	73013
%Days; NetDays orD	esired Pay Date	Vendor Code Pmt Method		
	, , , , , , , , , , , , , , , , , , , 		Total	
De	escription		Dollars	Cents
To reimburse customer for Model 710 rifle that w	as returned to Remington.		385	.35
Reference Jeremy West file in Product Service a	nd R&F#: 116788			
vestille in a roduct dervice a	11d 11d2.			
			<u> </u>	
				ļ
Distribution	The approval signature(s) shown below attest that all required	Gross	<u> </u>
	verifications and extensi	ons have been properly made and that	385	.35
Firearms Pre-lit: 8850050-230145	Accounts Payable Section checks as to correctnes	on can make payments without further	Discount	
,	Signed Signed	DSupry	Discount	
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Repair Inquiry			BOX te
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V repair. Address Information ₹		Status: New/9/13/2006.2.29.5	
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Address 2 Cny EDMOND State: OK Zp Code: [73013	E0 Box State	EDMOND OK Zip code (73013 Country) US	
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supryfi 97		NUM NUS S	R. SEOP Z 0154

Contact (ostomer on 405-410-2144 (Edmond, OK 73013)
Customer Accepted offer For Full reimburgement
of \$385.35.

ACADEMY @ EDMOND

405-715-4530

08/27/06 15:28 3380 0085 201 JMO

REMINGTON 710 7MM / 9758632

SERIAL # 71226327

SERIAL # 71226321 1 @ 1 for 318.00 MDS 318.00

7MM REM MAG/150 GR / 6649180

1 0 1 for 26.87 MDS 26.87 ALLEN SCOPED RIFLE / 5562053

1.0 1 for 12.76 MDS 12.76 SUBTOTAL 357 63

7.75% SALES TAX

<<ELEC SIGNATURE CAPTURED 3380

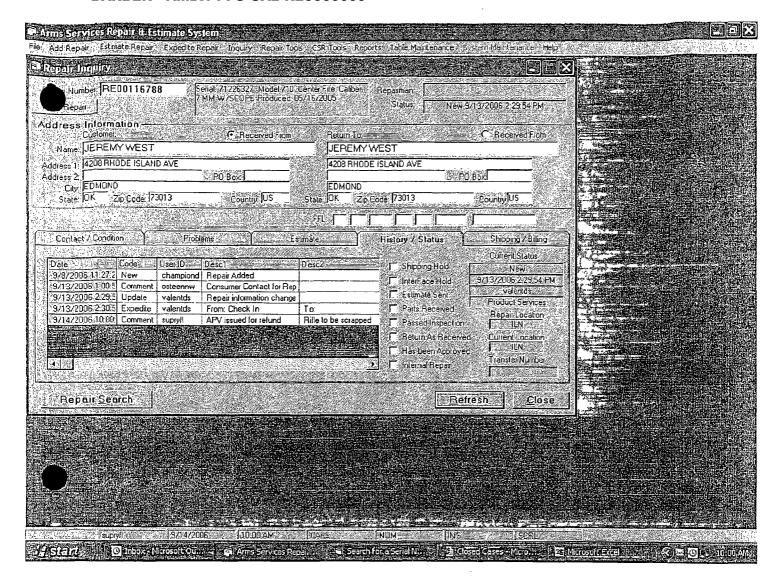
VIŞA/Master Card 385,35 XXXXXXXXXXXXX7167 EXP JEREMY/D WEST AUTH 132253

The Right Stuff The Low Price

APPLY FOR AN ACADEMY CREDIT CARD NOW!

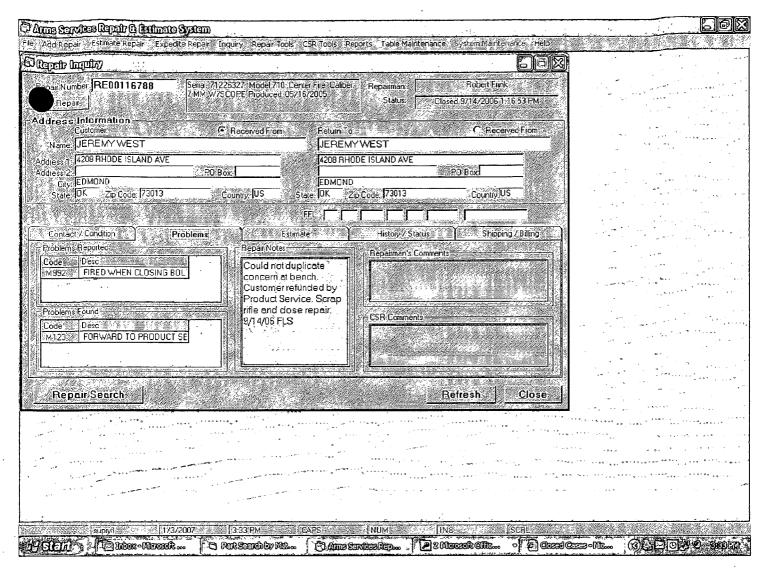
8/27/06 15

	CASE # 24" 5#
!	To whom it may concern, 125/05
	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
	Title went off when I closed the Bolt. I had two people with me that witnessed
	the gen fire by itself. I know I don't have to eplain 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 a T will never shoot one again, or will I hant
	in the same field where one is birng used.
	please have someone contact me with my options. 405-410-2144 Jeremy West
	Thank your statement of the statement of
i	P.S. Preferably before season starts.
7	1226327 18 Land Long Construction of the control of
de	1: 710 10° 30°
	RE00116788



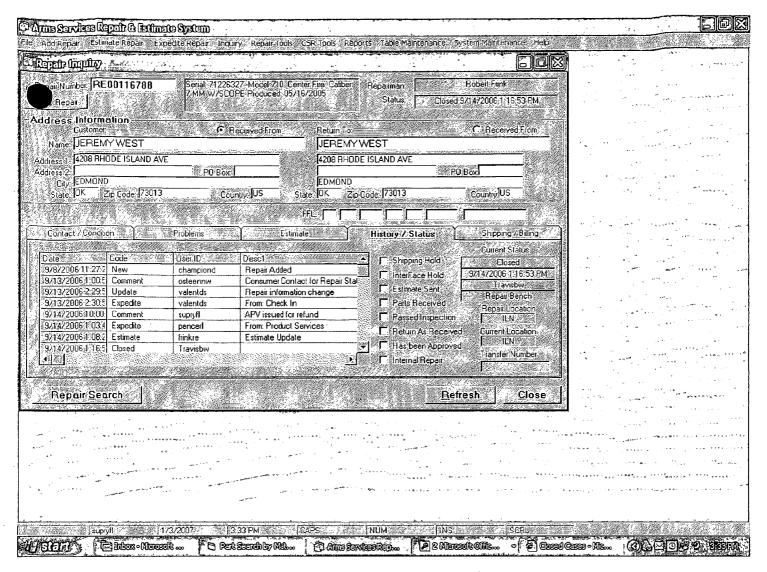
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Remington Arms Co., Inc.
Product Service
Legal Case #:724

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete

11/29/2006

11/24/2006

Customer Information

TypeFirst NameLast NameStreetCityStateZipAgeContactReporterJesseWhite824 Preakness LaneFlorenceSC2950121C 843-260-7428

Incident Information

Claims Codes Repair Medical Medical Est. Treatment Status

PΙ

PD Shot through vehicle Cause: 4079 Other - Unexamined Unknown

Concern: 1028 Fired With Safe ON

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
 Original

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 30-06 Winchester Ballistic Tip/150gr Concern Other **Factory** Reload Y 0: N

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

PS 07032

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=724&Type=Case

11/30/2006

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rmunsplay

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

Repair/Replacement Repair/Replacement Cost Date

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

Examination[Remington/CF/BA]

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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

Tate 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

27410, 710

710

Transfered 08/14/2006 Staging 030123767 P30008936 T30000418

History: Date Action User Activity Description

2006/07/21 Assigned helferpe

2006/07/23 Etching receiver

2006/07/23 Etched receiver

2006/08/09 Packed caylorbk

2006/08/09 FivePack Add mfdpack OverPack: O30123767 2006/08/14 Staged kelleyma T:T30000418 P:P30008936

2006/08/14 Staged kelleyma T:T30000418 P:P3000893 2006/08/14 Transfered kelleyma 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



Case Informati	on						
Date of Call	Incident D	ate	Pre Lit	Lit		Obs	olete
11/29/06	11/24/01						
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Home			<u> </u>	-			
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Remington.

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,

Laura Watson

Consumer Affairs Administrator Remington Arms Company

Youna Walson

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

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

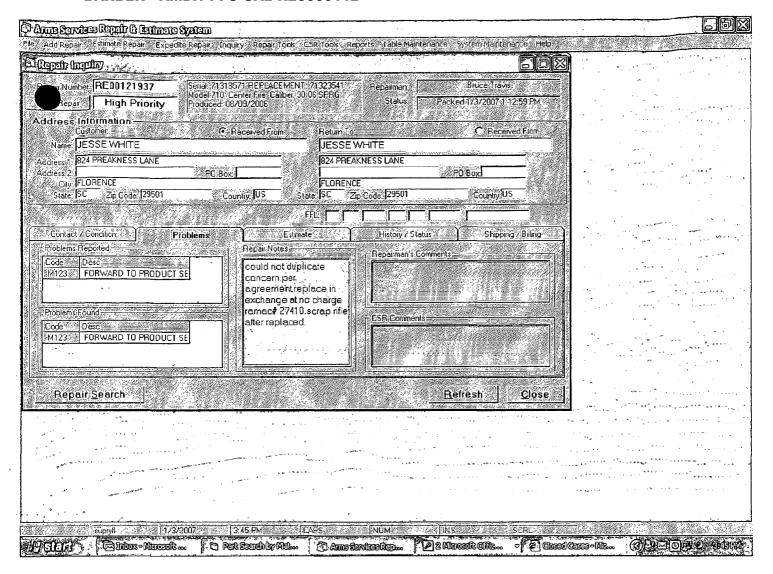


BILLING: 3RD PARTY

REF 1: JESSE WHITE/LW

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PS 07037 D

Ams Savise (Cepile Centerie System	
File Add Repair Estimate Repair Expedite Répair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help	
Chepate Inquiny	
Number RE00121937 Senal 7.131857/FREPDACEMENT 7.1323541 Repairmen Bruce Fravis	
## Model-710 CenterFire Caliber 30 06 SPR6 Packed 1/3/2007 1 12:59 PM Priority Packed 1/3/2007 1 12:59 PM Packed 1/3/2007 1 1	
Address Information	
Customer	
Addiess B24 FREAKNESS LANE B24 FREAKNESS LANE	***
Address 2 PO:Box: FLORENCE FLORENCE	
State: ISC Zip Code (29501 County) IUS State: ISC Zip Code (29501 County) IUS	
Contact / Condition Problems Estimate History / Status Shipping / Billing	
is Shipping Method; and Charges	
repair (pre)	
Standard S/H Charges: 0 Name: JESSE WHITE	
Additional Street angles 0	
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Oity FLORENCE State SC Zip Code [29501 Country US	
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(PS 07037E)

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

infol

Pre Lit Lit Obsolete Opened Date Opened(PS) **Date Closed Incident Date**

12/5/2006

12/2/2006

ner Information

Type First Name Last Name Street City State Zip Contact Age Rhodes

Reporter Danny C 304-767-1400

Incident Information

Repair Medical Medical Claims Codes Est. Treatment Status

PΙ

Shot hole in friends truck door

Cause:4079 Other - Unexamined

Gun fired when

Concern: 1008 Fired on Bolt Closing

Unknown

S bolt closed

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

Cash

Reim. Cash

Release of Claims

Release Date

Reimbursement

Settlement

Date Date APV

Repair/Replacement Repair/Replacement Cost 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

PrintDisplay

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

Case Information

Pre Lit Lit Obsolete RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date**

12/5/2006

Concern: 1008 Fired on Bolt Closing

12/2/2006

Customer Information

First Name Last Name Contact Type Street City State Zip

Rhodes Reporter Danny

C 304-767-1400

Incident Information

Medical Repair Medical Claims Codes Est. Status Treatment

ы

 \mathbf{C}

Shot hole in

friends truck door Cause:4079 Other - Unexamined

Unknown

Gun fired when

bolt closed

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

Reimbursement

Reim. Cash

Release Date

Settlement

Date Date APV

Repair/Replacement Repair/Replacement

Cost

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

PrintDisplay

25302.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
			Common



Case Informati	on		***					
Date of Call	Incident D	ate	Pre Lit	Lit			Obse	lete
12/5/06	12/2/06		TTC DIL		<u>, </u>		Obac	nece
Customer Information								
Customer Info		1 00	·			Ingida	+ (A a	. \
Name	Reporter (<u> </u>		····	Incider	II (Ag	<u>e</u>)
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Address	Day Hoo	ges-	221 A Cooper Thatleston	SUR.	<u> </u>			
City, St Zip			that leston (2 0 €	<u>530;</u>			
Home				·				·
Cell	304-76	7-14	00					
Work		1						
Incident Inform	nation							
Personal Injury	Pr	operty I	Damage 💟	Saf	ety 🗵		TC	oncern
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				120	<u> </u>	0/20		
Sirearm Informa	tion			an ideal	: 4109.3	digital di	Samuel Salah	
Manufacturer	Type of A	ction	Model/Cal. or	Ga.		Number		Date of manuf.
	-JF- 0-1-		1					
Ren	BIA		710			•	ļ	
Date Purchased		W	here Purchased			O	rigina	Owner
	·· 						X	
Ammunition Info	rmation							
Factory or Reload				-		•		
Manufacturer					 -			
Caliber								
Bullet type								
Bullet Weight								
Lot # of ammunit	tion							
Additional Amme	o Info:							
Other Products Information								

Remington.

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,

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

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

NY 13357 ILION



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6654 9154



BILLING: 3RD PARTY

DESC: .

RETURN SERVICE

REF 1: DANNY RHODES/LW





Craddock, A	manda	4XX596 DEC 05, 2006 ALL CURR USD 1 OF 1 SERVICE GNDCOM ACT UT 10.0 LBS LP
nt: Tueso	on, Laura M. day, December 05, 2006 2:56 PM a Coordinator Schedule requests	TRACKING# 124XX5969066549154 REF 1: DANNY RHODES/LU REF 2: HANDLING CHARGE 0.00 SINGLE-PIECE REF RATE CHRGS: SVC T/P USD SINGLE-PIECE REF RATE CHRGS: 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:	1WEIGHT PER PACKA	GE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	I WILL MAIL	xxxx	
D RIPTION: Ref: 710			

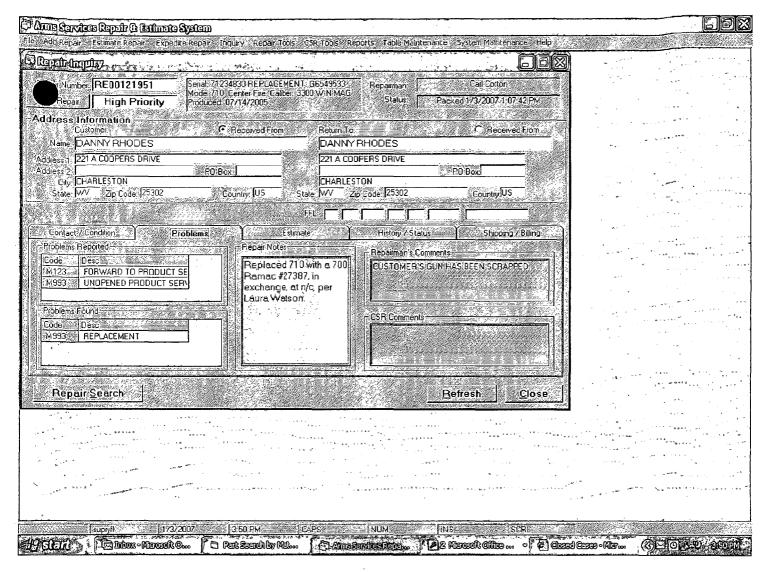
LABEL INFORMATION

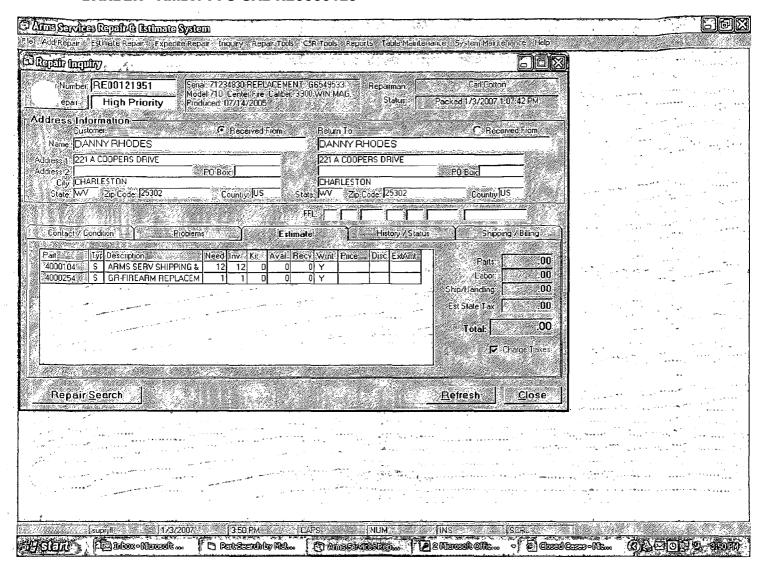
MAIL LABEL TO:	Danny Rhodes c/o Gary Hodges 221 A Coopers Dr. Charleston, WV 25302
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

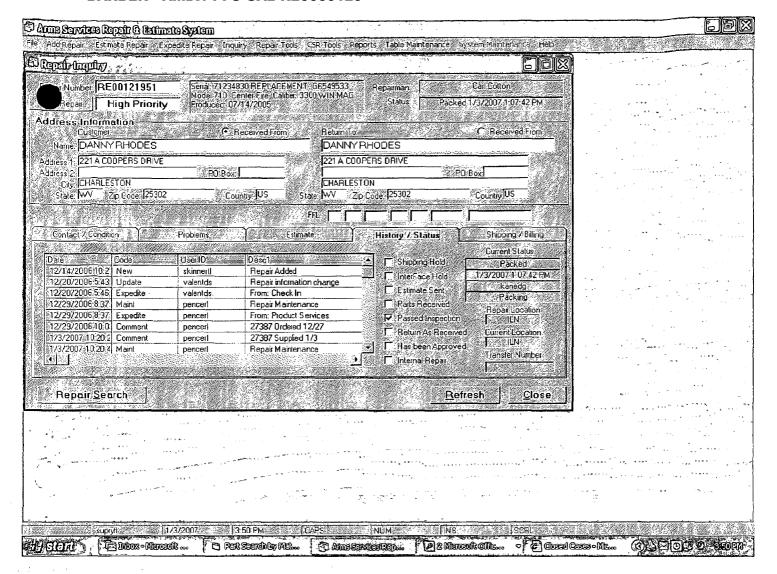
ASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

Aun Service Repoil & Connete S			
	Repair Inquiry Repair Tools CSR Tools Reports	Table Maintenance System Maintenance Help	<u> </u>
Number RE00121951	Model 710 Center Fire Caliber 3300 WIN MAG	aiman Earl Colton Status: Packed 1/3/2007;1:07:42 FM.	A
Address Information Gustamer IName: DANNY RHODES Address 2: 21 A COOPERS DRIVE Address 2: City: CHARLESTON State WW Zip Code 25302 Contact Informations Phone: 30475714005 Fax: Email: Comments: Comments:	Received From Return 10 DANNY RHOD 221 A CODPERS 0 COUNTY US State W Zip Code FFL: FL Received Condition Received Condition Received Condition Received Condition Received Condition Received Condition	DRIVE PO Box.	
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(PS 07043 A)







PS 07043 D

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Number RE00121951 Serial 71234830/REPLACEMENT G6549533 Repairmen Carl Cotton Model 710 Center Fire Caliber; 3300/WINIMAG	
epair High Priority Produced: 07/14/2005 20aux Packed: 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3/2007 1/3	Land the reserve of t
Address Information Customer: Fecenved From Return To Received From	
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Address 1: 221 A COOPERS DRIVE	والمرابع
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Additional 57H Charges: 0 Name: DANNY RHODES	
Total S/H Charges 0 Address 1 221 A COOPERS DRIVE	المائية المائي المائية المائية المائي
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PS 07043 E

Primurispiay

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

Case Information

RE# Date Opened Date Opened(PS) 12/5/2006

Date Closed

Incident Date

Pre Lit Lit Obsolete

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

N

ok

fired on safe release

Fired on Safe Concern:1007

Release

 \mathbf{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

 \mathbf{U}

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Cash

Reim. Date

Cash

Settlement Release of Claims

Release Date

Reimbursement

Settlement

APV

Date APV

Repair/Replacement Repair/Replacement

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

Examination[Remington/CF/BA]

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=789&Type=Case

12/6/2006

Part Sub-Part Code Comment

Corporate BATF

Description Modelid Material ProdLoc ProdDate

710 MAY 3/1/2005 MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 27412

24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX

Zip Code Delivery UserID Activity Reason Code Loc Customer Name 57410P-HG

0081171675 richmondgm 05/03/31 SHIP OHL ACADEMY CORP 77449 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

OverPack Shipment DelNoteNbr HoldStatus Status Date Inv Loc Pallet Transfer

03/08/2005 Staging 030088649 P30006069 T30000277 Transfered

History: Date Action User Activity Description

2005/02/25 Assigned chambleead

2005/02/28 Etching receiver 2005/02/28 Etched receiver

2005/03/01 Packed woltmanja

27412, 710 27412, 710 Received from Packing 2005/03/03 Warehoused PLH

2005/03/08 Staged T:T30000277 P:P30006069 byrdsr 2005/03/08 Transfered byrdsr To: OHL on T30000277

Location: Memphis

Material ProdLoc ProdDate Modelid Description

03/01/2005 MODEL 710 W/SCOPE BOLT ACTION CENTERFIRE RIFLE 710 27412 MAY

24" BARREL 7MM Rem Mag W/3 SHOT MAG BOX

Shipment DelNoteNbr HoldStatus Status Inv Loc OverPack Transfer Date Pallet

Shipped 03/31/2005 Intransit 030088649 P30006069 T30000277 213603 0081171675

Date User Activity Description story: Action 2005/03/09 Received wrightc From: MAY on T30000277

Location: FA46B23 RF 2005/03/10 LocChange rle 2005/03/31 ShipUnitAdd Shmt:213603 PO:57410P-HG SU:S10711273 - RF TEH

2005/03/31 Shipped richmondgm Shmt: 213603 Delv: 0081171675

Local BATE

Code Loc Customer Name Zip Code Delivery UserID Activity Reason Date

2005/03/31 SHIP OHL ACADEMY CORP 0081171675 richmondgm 77449 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



Case Informat	ion									
Date of Call	Incident Date	P	re Lit	Lit		Obs	olete			
12/5/06	12/2/06									
	er Information									
	Reporter (Age) Incident (Age)									
Name	Tessia Mc Nichols									
Address			Hary 146	2						
City, St Zip	40 F 71									
Home	Boytown Tx 77520									
Cell										
Work	713-748	- 96	28				-			
Incident Inform						<u></u>				
Personal Injury			mage 🔼	Safet	<u> </u>		Concern			
Nature of Injur		cut								
Medical Treatr	nent: ハる						·			
Claim:			·							
Incident: Fi,	rd on sage	e re	lesse							
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Firearm Informa	ntion									
Firearm Informs Manufacturer	ation Type of Action		Model/Cal. or G		erial Nı		Date of manuf.			
Firearm Information Manufacturer				a. S	erial Nu					
Manufacturer		.]	Model/Cal. or G	a. S	erial Nu	1070				
Manufacturer CLM Date Purchased	Type of Action B/A	.]	Model/Cal. or G	a. S	erial Nu	1070	Date of manuf.			
Manufacturer Clw Date Purchased Ammunition Info	Type of Action B/A ormation	.]	Model/Cal. or G	a. S	erial Nu	imber 4070 Origina	Date of manuf.			
Manufacturer CLM Date Purchased Ammunition Information Factory or Reload	Type of Action B/A ormation	.]	Model/Cal. or G	a. S	erial Nu	imber 4070 Origina	Date of manuf.			
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Manufacturer CLM Date Purchased Ammunition Info Factory or Reloa Manufacturer Caliber Bullet type Bullet Weight	Type of Action B/A ormation ds tion	.]	Model/Cal. or G	a. S	erial Nu	imber 4070 Origina	Date of manuf.			
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Remington_®

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,

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

TESSIA MCNICHOLS 6600 NORTH HWY 146, LOT 71 BAYTOWN TX 77520

10 LBS

1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES REMINGTON ARMS CO INC 14 HOEFLER AVE

ILION NY 13357

N () () ()

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 8.0.15 UPS Thermal 2 60.1A 10/200

1 OF 1

Craddock, Amanda

Watson, Laura M.

Sent:

Tuesday, December 05, 2006 10:27 AM

To:

Media Coordinator Schedule

Subject: ARS requests

REF 1: TESSIA MCNICHOLS/LW REF 2: HANDLING CHARGE 0.00 SVC T/P USD SINGLE-PIECE REF RATE CHRGS: RS 0.50 COD 0.00 DV 0.00 SD 0.00 HZMT DC 0.00 0.00 0.00 SP AH 0.00 NTFY 8 54 TOT REF CHG 8.54 REF+HANDLING

ACT WT 10.0 LBS

ALL CURR USD

www.remington.com

870 Remington Drive P. O. Box 700

Madison, NC 27025-0700

DEC 05, 2006

TRACKING# 124XX5969066360053

4XX596

SERVICE GNDCOM

ARS LABEL REQUEST

DATE:	12/5/2006 REQUESTED BY:	Laura Watson	
QUANTITY:	1WEIGHT PER PACKA	AGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	J WILL MAIL	XXXX	
RIPTION: 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

Page 1 of 3 PrintDisplay

> Remington Arms Co., Inc. **Product Service** Legal Case #:654

Case Information

Incident Date Pre Lit Lit Obsolete RE# **Date Opened** Date Opened(PS) **Date Closed**

121052 12/7/2006 11/20/2006 11/18/2006 12/12/2006

Customer Information

Type First Name Last Name Street City State Zip Age Contact Radabaugh 300 Sturgis Ave/PO Box 12 Glenvil NE 68941 27 C 402-469-4725 Michael

Incident Information

Medical Repair Medical Claims Codes Status Est. Treatment

Ы

Shot hole in windshield

Other -Cause:4079

of friends truck

Unexamined

Unknown

S

Fired on Bolt Concern:1008

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

rirearm Information

Mfg. Model/Ga. SKU Serial Bbl. **DOM** Type

71180323 WY 8/11/2004 1:10:23 27410 Remington CF/BA 710/30-06

Original Date Where Purchased Accessories Purchased Owner

WAL-MART DC 6003R-**SCOPE** Y 10/1/2004 **REGULAR BASE**

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

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

Replace rifle at n/c

500.00 12/12/2006

Repair/Replacement Repair/Replacement

Cost **Date**

200.00 12/12/2006

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

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=654&Type=Case

PrintDisplay Page 2 of 3

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 omparible replacement 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

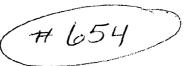
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner]	B.TRAVIS
	Exam Date]	12/7/2006
Examination	Product Type]	RF
	Action Type]	A
	Assigned To]	F.SUPRY
Cause	4038	Could Not Duplicate Concern]
	Description		22" 30-06 SPR
	Date Code]	WY
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning]
	Firing Pin	Slightly Worn; Functioning	
:	Shroud	Slightly Worn; Functioning]
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning]
Extractor	Cut Condition	Slightly Worn; Functioning]
	Ext/Eject Test	False]
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
	Notch Condition	Select	
3.4	Condition	Select	
Magazine	Box Condition	Like new; Functioning]
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	DO 07050
n ·	Condition	Slightly Worn; Functioning	PS 07052
Receiver	Bulged	False]

PrintDisplay

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

*purchased from Wal-Mart



1 8 04 5 5th

Remington

(NOTE: Please print and comple	/ Repair Instructions ete this form, and then include it	: with your firearm.)	
Model Number: (1)	Serial Number:	1180323	
Are you the original owner?:	NO		
Name: Michael Radahayah	Date of Purchase:	Oct-M]
Address (no PO Boxes): 300081117	ais (P) Box 12	<u> </u>	
	J		1
city: (t/PNVI)	State: N	zip: 6894)	_
Phone (Daytime): 402-403	Fax:		4
E-mail Address: Sradabau@e:	SU9, D7G	· · · · · · · · · · · · · · · · · · ·	
Please describe your problem: Remot	red used roun	d-(rom chamb	lr,
after reloading as		na the holt]' ′
into position I the	a un disch	2. re cd.	
	J]
The mind dischar	and through	a CB radio.	1
vent ducts defros	+ ducts adash	and windshiel	b)_
No One was hurt	but the inter	ior was badlu	1
damaged causing	approximately s	# 2.420.65 in A	hmage
Ammunition Information:	/ N: Т		
Manufacturer: Res Perminator	Type: YIT C	hell) bullet	
Other (i.e. bullet weight/type, shot size, powde	n: 300(n-150)	arain]
	A COMPANY OF THE STATE OF THE S		
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: Pumma	tron		
How often do you clean the bore? (Months or N		3 months	- ·
How often do you clean the action? (Months or		3 months	
How often do you clean the trigger assembly? (wind oft-but	1
	embel	MARILEN LAND COOK	1
Brand of lubricant used:			1
	<u> </u>	<u> </u>]

*This is a preliminary estimate only. Please see enclosed Sorenson's Paint and Body.

How often do you lubricate the bore? (Months or Number of rounds) The later huntrases
How often do you lubricate the action? (Months or Number of rounds) before after hunting solu
How often do you lubricate the trigger assembly? (Months or Number of rounds) - Will it of the work
not lubricated
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? YES IND OWNERS MANUEL
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed? \(\frac{\lambda}{A}\)
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC

ATTN: Arms Service Divison 14 Hoefler Ave

Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. **THIS IS A VIOLATION OF FEDERAL LAW.** IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

- :: Record the serial number of your firearm before sending it.
- :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier:

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair, or credit card (American Express, Discover, MasterCard, o \$75.00 by setting a pre-authorized amount that can be bil

could not deplicate concern.



Date: 11/21/2006 10:43 AM

Estimate ID: 3769 Estimate Version: 0 Preliminary

Profile ID: Sorensen's

SORENSEN'S

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

Claim Number: 3769

Owner Eric Rempe

Mitchell Service: 914527

Description:

2001 Dodge Pickup R1500 2D PkupQua 6' Bed 139" WB

Drive Train: 5.2L Inj 8 Cyl 4WD

Body Style: VIN: Options:

3B7HF13Y81G187591

4WD OR AWD, ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER WINDOWS, POWER DOOR LOCKS

CRUISE CONTROL, AUTOMATIC TRANSMISSION, AM-FM STEREO/CDPLAYER(SINGLE)

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 GRILL	.E	5014840AA	70.10	
5	437554	BDY	REMOVE/REPLACE	L UPR INST PANEL VENT GRILL	E	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

l.	Labor Subtotals Glass Mechanical	Units 1.8 7.2	Rate 48.00 48.00	Add'l Labor Amount 0.00 0.00	Sublet Amount 0.00 0.00	Totals 86.40 345.60	_ II. Part Replacement Summary Taxable Parts Sales Tax @ 7.000%	Amount 1,858.55 130.10				
		Non-Taxa	Taxable Labo	able Labor	ıble Labor	ble Labor	ble Labor	r		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

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Mitchell Data Version: UltraMate Version:

NOV_06_A 5.0.215

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Page 1 of 2

Date: 11/21/2006 10:43 AM

Estimate ID: 3769
Estimate Version: 0

Preliminary

Profile ID: Sorensen's

III. Additional Costs
Total Additional Costs

Amount 0.00 IV. Adjustments Insurance Deductible Amount 0.00

Customer Responsibility

I. Total Labor:
II. Total Replacement Parts:
III. Total Additional Costs:

432.00 1,988.65 0.00

0.00

Gross Total:

2,420.65

١V.

Total Adjustments: Net Total: 0.00 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.

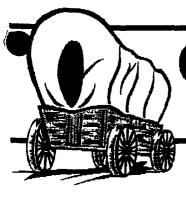
IMATE RECALL NUMBER: 11/21/2006 10:43:28 3769

Mitchell Data Version: UltraMate Version:

NOV_06_A 5.0.215 UltraMate is a Trademark of Mitchell International Copyright (C) 1994 - 2003 Mitchell International All Rights Reserved

Page 2 of 2

15/11/00 10:50 1MA 205550500



OREGON TRAIL

ONLINOIS INSILE IND

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

~€1 ∨ ±

DATE: 11-06
FAX#: 336-548-7890
TO: Remington Arms Co.
ATTN: Laura, M. Wotson
FROM: Cregon Trail Insurance - Edgar Office
NUMBER OF PAGES (including cover sheet) 2
COMMENTS: pg & is Michael Padaboughs homeowners policy showing 1,000.00
deductible.



THHIIIEHƏ IIIUIUHL COMPANY ÜL TILBHHƏKH

P.O. BOX 81529 LINCOLN, NEBRASKA 68501 RENEWAL CERTIFICATE KEEP THIS PORTION WITH YOUR POLICY

PACE 1

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ESTIFY D0789466

699988

224-006

RENEWAL PERIOD EXPIRATION DATE 02/18/07 08/18/06

TERMIN 05

BILLING DATE 07/19/06

DUE DATE 08/18/06 AMOUNT DUE \$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: DO2

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 PROASSIONS 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 LOF THE POLICY, INCLUDING ANY OPTIONAL PROPERTY COVERAGES.

906.	14.54			A PE		INSURANCE	PROMON
0101-110 0232 0340-130 0400	SECT	1	A DWELLING B. OTHER STRUCTURES C. PERSONAL PROPERTY - REPLACEMENT COST D. LOSS OF USE	**	1000	85,800 8,580 42,900 17,160	\$221.00 INCL \$22.00 INCL
0600-150 0640-160	0	п	L. PERSONAL LIABILITY M. MEDICAL PAYMENTS TO OTHERS		-	100,000	INCL INCL

0101-210 0101-301	ALARM SYSTEM CREDIT DWELLING ROOF EXCLUSION	-	2%	•	\$5.00- \$0.00
0232-302	OTHER BLDGS/STRUCTURES ROOF EXCLUSION				\$0.00

TERM PREMIUM \$238.00 SERVICE CHARGE \$5.00

> AMOUNT DUE \$243,00

10211-0306

SUBJECT TO THE FOLLOWING ENDORSEMENTS 20267-0203 21245-0306 20015-0595

MORTGAGEE(S) OR CONTRACT TITLEHOLDER

APPLIES TO ITEM 110: A328 GLENVIL CO-OP

GLENVIL NE

CURRENT PAYMENT AND COVERAGE INFORMATION IS ALSO AVAILABLE AT HTTPS://AGENTS.FMNE.COM/LIEN.

1024-701

100

00150

AGENT COPY

FARMERS MUTUAL ASSAULT OF DEBRASKA

PLEASE DETACH AND RETURN WITH PAYMENT. PREMIUM NOTICE

调整 D0789466

NUMBER 699988

MENCY 224-006

BULLED TO **MORTGAGEE** JERMAN 06

FELLING DATE 07/19/06

DUE DATE 08/18/06

\$243.00

GLENVIL CO-OP CREDIT UNION PO BOX 46 **GLENVIL NE 68941**

For change of address places contact your agent shown phove.

AGENCY: OREGON TRAIL INSURANCE, LLC

AGENT: FISHER, DAN J. PHONE: (402) 224-4795 INSURED: RADABAUGH, MIKE

MAKE CHECK PAYABLE TO FARMERS MUTUAL OF NEBRASKA OR PAY ONLINE AT WWW.FMNE.COM

Remington.

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,

Laura Watson

Consumer Affairs Administrator Remington Arms Company

Jama Walson

Phone: 800-243-9700 ext 8789

Fax: 336-548-7890

E-mail: <u>laura.watson(a)</u>remington.com

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025

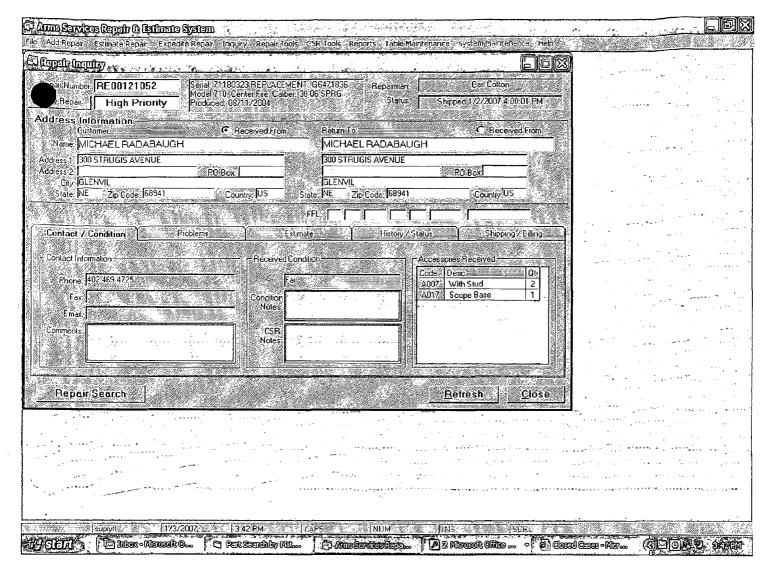
Phone 800-243-9700 • www.remington.com

Remington Arms Company, Inc.

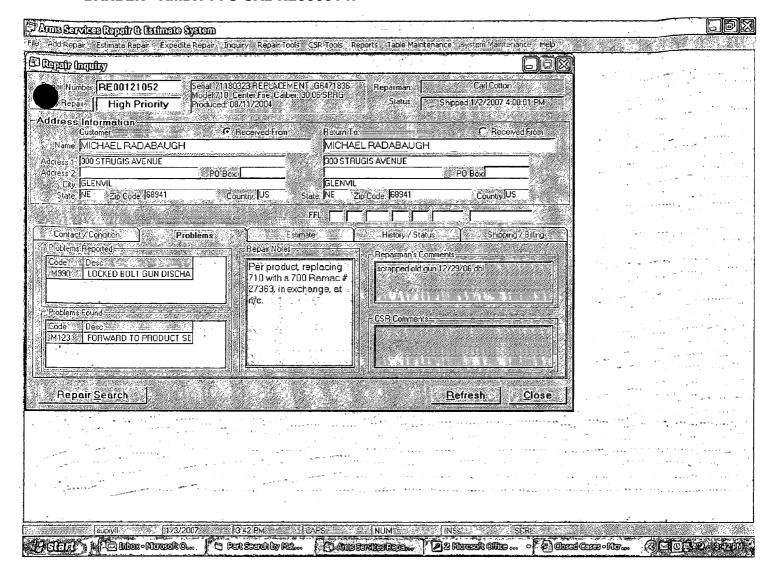
Madison, NC 27025

								Invoice			
se Order No.				Seller	s Invoice No.			_ Date			
Name of Person Originating	AFILL			Doy T	a. Mial	haal Batabay	· mb	_			
Madison/8789					o: Micl						
Location/Extension of Origin	nator			Street	and No.	300 Sturgis	Ave/ PO	Box 12			
12/11/2006 Date Prepared				City	Glenvil		State	NE		Zip Code	68941
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Repair High Priority Serial 71180323 REPLACEMENT G6471836 Repairman Carl Cotton Model 710 Center Fire Calber 30:06 SPRG Status Shipped 172/2007/4:08:01 PM Shipped 172/	
Repair High Priority Produced: 08/11/2004 Status Shipped: 1/2/2007/4:00:01:PM Address Information:	
Gustomer Received From Return To CReceived From	
Name MICHAEL RADABAUGH MICHAEL RADABAUGH Address 300 STRUGIS AVENUE S00 STRUGIS AVENUE	
Address 2 PO Box RO/Box RO/Box GLENVIL	
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Page 1 of 2

PrintDisplay

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 City State Zip Age Street Contact C 770-503-9300

Reporter WalMart GA Incident Volguardsen 278 Teakwood Alto GA 30510 Jamie

C 706-892-5567

Incident Information

Repair Medical Medical Claims Codes Est. Treatment Status

PΤ

Cause: 4079 Other - Unexamined PD

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

Model/Ga. SKU Serial Bbl. Mfg. Type DOM 6/20/2005 Remington CF/BA 710/ 27410 71232001

Date

Original

8:44:45 AM

Where Purchased Purchased

Accessories Owner

WAL-MART DC 6003R-REGULAR

U

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/710/CF/BA

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

650.00

11/20/200

Repair/Replacement Repair/Replacement

Page 2 of 2

PrintDisplay

Cost

Date

Offered to exchange the rifle for a CDL or XCR in the same caliber and return the scope to use we new rifle + \$100.00 to purchase new ammo and scope mounts for the new rifle. 11/20/2006 custo 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]

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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 Volquardsen 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



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,

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

USD Amt (If in Foreign Currency)

Remington Arms Company, Inc.

Madison, North Carolina 27025-0700

Ma	adison, North Carolina 2702	5-0700		
		Seller's Invoice		
Purchase Order No.	Seller's Invoice No			
Fred Supry				_
Name of Person Originating APV	Pay To:	Jamie Volguardsen		
llion - 3606	•			
Location/Extension of Originator	Street and No.	278 Teakwood		
11/20/06				
Date Prepared	City Alto	State GA	Zip Code	30510
		Vendor Code		
%Days; NetDays or Desi	red Pay Date	Pmt Method		
			Total	
Daen	ription		Dollars	Cents
Desc	iipuoii		Dollars	CELLES
To reimburse customer for Model 710 3006 caliber	rifle that was returned to		650	.00
Remington. Reference Legal File # 638 and Jamie	Volguardsen file in Product	Service.		
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Jamie Volguardsen 710 AD
770-503-9300 Sporting goods
770-503-9300 Sporting goods Walnut GA manager Anthony Howard
offered 700 CDL & return of Scope
SERIAL #: 7/262001
 PS 07067