Page 1 of 1

Remington Arms Co., Inc.

**Product Service** Legal Case #:1750

Case Information

**PrintDisplay** 

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

11/9/2007 10/26/2007

**Customer Information** 

Contact Type **Business First Name Last Name** Street City Zip Age

C 985-859-0116 Reporter 840 Hwy 304 Lot 1 Tibideou 70301 Ronnie Chamberlain

Incident Information

Claims Repair Est. Medical Treatment Medical Status Codes

PI hearing hurt

PD hole in roof of deer

stand

Cause:4079 Other - Unexamined

Concern:1028 Fired With Safe ON

N

Bbi.

ok

S C

11/9/07-cust claims rifle discharged in deer stand, shooting hole in roof. When he put the gun on safe, it discharged. hearing hurt for a week. He has been able to make it do this several times.lw

Firearm Information

Mfg. Remington

Type CF/BA Model/Ga.

SKU

Serial

DOM

1/1/1900

**Date Purchased** 

Where Purchased

710/ Accessories

**Original Owner** 

U

11/9/07-serial number not available at time of call.lw

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

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

> Repair/Replacement Repair/Replacement

Cost

Date

11/9/07-sending ars & ltr.lw

Examination[Remington/CF/BA]

Sub-Part Code Part Comment

Case Informa	tion		,	
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
119107	10/20/07			
Customer Inf	ormation '			
	Reporter (Age	)	]	Incident (Age )
Name	Ronnie Ch	emberlain		
Address	840 Huy	304 Lot 1		
City, St Zip		170301		
Home	/			
Cell	1985-859-0	2116		
Work				
Incident Infor	mation			
Personal Inju	ry 🔽 Proper	ty Damage 🔀	Safety	Concern
Nature of Inju	ıry:	7		
Medical Treat	ment:			
Claim:				
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Firearm Inform			TO STEEL PARK TO THE PARK TO SHEET	
Manufacturer		Model/Cal. o	r Ca   Serial	Number Date of man
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len	BOLT	710		
Date Purchased	<u> </u>	Where Purchased		Original Owner
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Ammunition In		Carre de la companya del companya de la companya del companya de la companya de l	4 <u>0.022</u> 01291-4970-1191	[
		Caliber/ C	auge	Factory or Reload
Ammunition In Manu	facturer			Factory or Reload  Lot#

Other Products Information

# Remington.

November 9, 2007

Ronnie Chamberlain 840 Hwy 304 Lot 1 Thibodaux, LA 70301

Subject: Model 710 RE: Case #1750

Dear Mr. Chamberlain,

We were sorry to learn that your Model 710 rifle discharged while you were in your deer stand. 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. We appreciate you getting in touch with us so we can evaluate your firearm.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm 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

Rama Watton

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com RONNIE CHAMBERLAIN 840 HWY 304 THIBODAUX LA 70301

12 LBS

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 #: 12 4XX 596 90 6779 8286



BILLING: 3RD PARTY DESC: FIREARM RETURN SERVICE

REF 1:RONNIE CHAMBERLAIN/LW REF 2:ATTN: SERVICE DEPT

WS 9.0.49 LP2844 69.0A 07/2007

International Dispons Notice - Centes Internation are to author to the Jude religió teability and one terra archiv conditions estabasised or no Comercion for se Uniformi of Comercion in Notice (International Comercion) in Notice (International Comercional Comercion) in Notice (International Comercional Co

I I IIII U ISPIAY

Remington Arms Co., Inc. **Product Service** Legal Case #:1771

Case Information

RE# **Date Opened**  Date Opened(PS)

11/16/2007

Day

**Date Closed** 

**Incident Date** 

Pre Lit Obsolete Lit

11/15/2007

Customer Information

Type **Business First Name** Last Name Street

City

Age State Zip

Contact

Reporter

Gaylord

1255 S Vanblet

Swartz Creek MI 48473

H 810-635-3690 C 810-397-4108

Incident Information

Claims

Codes

Repair Est. Medical Treatment Medical Status

PI cut thumb

PD

Cause:4079 Other - Unexamined

ok

S fired on safe release Concern: 1007 Fired on Safe Release

N

C

11/16/07-cust was hunting, took safety off, gun went off. cut his thumb, thought he broke it, sore. Taking rifle to Williams Gun Sight RARC to send in for him.lw

Firearm Information

Mfg.

Type

Model/Ga.

SKU

Serial Bbl. **DOM** 

Remington **Date Purchased** 

CF/BA Where Purchased

710/30-06 Accessories

27410 **Original Owner** 

11/23/2002 2:06:07 AM 71088470

**CAMFOUR INC** 

U

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement

Release of Claims

**Release Date** 

Reimbursement

Cash Settlement Reim. Date APV

Cash Date APV

Repair/Replacement

Repair/Replacement

Cost

Date

11/16/07-no action needed at this time. Waiting on williams to send in.lw

Examination[Remington/CF/BA]

Sub-Part Part Code Comment

Case Informat  Date of Call		D. 1 24	T :4		Nh solats
	Incident Date	Pre Lit	Lit	O	Obsolete
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ustomer Info		<u> </u>		1	
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Cell	810.397	-4108			
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	989-832-	0378 124	<u> 16</u>		
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**DOM** 

rnnunsplay

Remington Arms Co., Inc. **Product Service** Legal Case #:1571

Case Information

RE# **Date Opened** Date Opened(PS) **Incident Date** Obsolete **Date Closed** Pre Lit 135543 10/18/2007 9/24/2007 9/22/2007

Customer Information

Contact Type Business First Name Last Name City Street State Zip Age C 623-810-7804 6925 A Lalomi Reporter AZ85307 Nathan Fieldson Glendale

Incident Information

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

PΙ

PD Shot vehicle Cause: 4006 Altered Adjustments or Components

Concern: 1008 Fired on Bolt Closing

Unknown

S C

9/24/07-cust claims friend was using his rifle. Put the bolt in the rifle, loaded a round in the chamber and the gun went off when he closed the bolt. Round went through passenger door, dashboard and maybe computer (1995 Jeep Grand Cherokee). No injuries, took bolt out of gun and noticed firing pin sticking out. lw 10/24/07-received pictures and estimate for \$3800.lw

Firearm Information

**Date Purchased** 

Mfg. Type Model/Ga. SKU Bbl. CF/BA 710/270 WIN 27408 71320955 WA 8/3/2006 4:59:43 PM Remington

> Where Purchased Accessories Original Owner Υ

**WAL-MART STORE 2554** SCOPE, RINGS, BASE

9/24/07-serial number not available at time of call.lw

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

Remington/710/CF/BA

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

#### Repair/Replacement Cost Repair/Replacement Date

9/24/07-sending ARS.lw 10/26/07-called cust w/ results. Explained that gun has been altered. He wanted us to pay for damages \$3800. Not full fault of Remington, we shouldnt have to pay all damages as gun was altered. He will check with insurance and get back with me.lw

Examination[Remington/CF/BA]

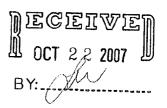
Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		10/19/2007
Examination	Product Type		RF
	Action Type	•	A
	Assigned To		F.SUPRY
Cause .	4006	Altered Adjustments or Components	TRIGGER SET SCREWS ALTERED, WILL FOLLOW DOWN FIRING PIN HAD BEEN TURNED IN BOLT WHEN RECEIVED
	Description		22" 270 WIN
	Date Code		WA
ъ .	Bore Plugged	False	
Barrel	Bulged	False	DC 0040
	Fired	False	PS 9242

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1571&Type=Case

10/26/2007

Notch Condition		Fired while Obstructed		
Shroud   Slightly Worn; Functioning   Slightly Worn; Functioning   Stop   Slightly Worn; Functioning   Stop   Slightly Worn; Functioning   Stop   Slightly Worn; Functioning   Stop   Slightly Worn; Functioning   Slightly Worn; Functioning   Extractor   Cut Condition   Slightly Worn; Functioning   Extractor   Ende Condition   —Select—   Locking   Block Condition   —Select—  Lug Condition   —Select—  Slightly Worn; Functioning   Subject   State   Stat			Slightly Worn; Functioning	
Bolt Face Slightly Worn; Punctioning Slightly Worn; Punctioning Pu		Firing Pin	Slightly Worn; Functioning	
Face   Functioning   Functio		Shroud		
Faultie   Functioning	Bolt	Face		
Extractor  Condition  Slightly Wom; Functioning  Ext/Eject Test  Extractor  Ext/Eject Test  Extractor  Ext/Eject Test  Extractor  Ext/Eject Test  Extractor  Ext/Eject Test  False  Block Condition		Handle		
Extractor    Cut Condition   Functioning   Functioning   Ext/Eject Test   False		Stop		
Ext/Eject Test   False		Condition	Slightly Worn; Functioning	
Block Condition  Select	Extractor	Cut Condition		
Locking     Lug Condition     Slightly Wom; Functioning       Notch Condition    Select		Ext/Eject Test	False	
Log Condition   Functioning   Fore End Condition   —Select——		Block Condition	Select	
Condition	Locking	Lug Condition	Slightly Worn; Functioning	
Magazine Box Condition Slightly Worn; Functioning  Exterior Condition Slightly Worn; Functioning Stock Condition Slightly Worn; Functioning Fore End Condition Slightly Worn; Functioning Fore End Condition Slightly Worn; Functioning Bulged False  Description Function Standard M/710 SAFETY  Safety Function Like new; Functioning Sub-Assembly Non-ISS  Lift —-Select		Notch Condition	Select	
Magazine Box Condition Slightly Worn; Functioning  Exterior Condition Slightly Worn; Functioning Stock Condition Slightly Worn; Functioning Fore End Condition Slightly Worn; Functioning Fore End Condition Slightly Worn; Functioning Bulged False  Description Function Standard M/710 SAFETY  Safety Function Like new; Functioning Sub-Assembly Non-ISS  Lift —-Select	! [1	Condition	Select	
Exterior Condition   Slightly Wom; Functioning	Magazine		Slightly Worn;	
Stock Condition		Exterior Condition	Slightly Worn;	
Receiver Condition Slightly Worn; Functioning Bulged False  Safety Description STANDARD M/710 SAFETY  Function Like new; Functioning Sub-Assembly Non-ISS  LiftSelect N/A  Notch Like new; Functioning False  Test Fired False  False  Condition Slightly Worn; Not Functioning WILL FOLLOW DOWN  Trigger PullSelect 2#  Altered True TRIGGER SET SCREWS ALTERED	Overall	Stock Condition	Slightly Wom; Functioning	
Receiver		Fore End Condition	Select	
Description   STANDARD M/710 SAFETY	Receiver	Condition		
Function   Like new; Functioning   Sub-Assembly   Non-ISS		Bulged	False	
Function   Like new; Functioning   Sub-Assembly   Non-ISS				STANDARD M/710 SAFETY
Sub-Assembly Non-ISS  LiftSelect N/A  Notch Like new; Functioning  Test Fired False  Feeding Tests  Condition Slightly Wom; Not Functioning  PullSelect 2#  Altered True TRIGGER SET SCREWS ALTERED	Safety		Like new; Functioning	
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Sear Notch Like new; Functioning  Test Fired False  Feeding Test  Tests  Condition  Slightly Wom; Not Functioning  PullSelect  Altered  True  TRIGGER SET SCREWS ALTERED			<u> </u>	N/A
Test Fired False  Feeding Tests  False  Condition  Slightly Wom; Not Functioning  PullSelect 2#  Altered  True  Trigger Tests  Trigger Tests  False  False  WILL FOLLOW DOWN  Functioning  WILL FOLLOW DOWN  Functioning  TRIGGER SET SCREWS ALTERED	Sear		Like new; Functioning	
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Condition Slightly Worn; Not Functioning WILL FOLLOW DOWN  Trigger PullSelect 2#  Altered True TRIGGER SET SCREWS ALTERED	Feeding Test	Tests		
Altered True TRIGGER SET SCREWS ALTERED		Condition		WILL FOLLOW DOWN
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				TRIGGER SET SCREWS ALTERED
		Sub-Assembly	Other Remington	

triss 1: 13277 w MCDOWELL ROAD tress 2: PO'Box:   City: GOODYEAR (State: AZ Zip:Code: (85339 Country: US	13277 W MCDOWELL ROAD	The Section of Section 1997
	XXXIFE XXX	Maria
Tate: UserID Desc1: Des	olding for disposition    Estimate Sent   valentos	
Repair Search	<u>Refresh</u> <u>Close</u>	



( PS 9244

Remington

1521

September 24, 2007

WA 8/06

Nathan Fieldson 6925A Lalomi Glendale, AZ 85307

Subject: Model 710 RE: Case #1571

Dear Mr. Fieldson,

71320955

Model: 71∅



We were sorry to learn of the unfortunate incident that you and Eric experienced with your Model 710 rifle. As I understand it, the rifle fired when Eric closed the bolt on a round, shooting a hole in your 1995 Jeep Grand Cherokee. You also notated that when you removed the bolt, the firing pin was sticking out on the bolt face. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm 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

will follow down Altered
Trip set schews Altered

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

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

# Remington

**Factory Repair Instructions** (NOTE: Please print and complete this form, and then include it with your firearm.) Model Number: Serial Number: 713 709 55 Are you the original owner?: Name: Madran Fieldson Date of Purchase: Address (no PO Boxes): lallomi State: Zip: 85307 city: Glendale Fax: Phone (Daytime): 673 810 7804 E-mail Address: I would like to receive future e-mail updates from Remington. Please describe your problem: White 2007 winchester ullet**s Ammunition Information:** Manufacturer: Winchester Other (i.e. builet weight/type, shot size, powder): **Handload Information:** Powder Weight: Powder Used: Case/Hull Used: Primer Used: Bullet Type/Shot Size: Reloader Used: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Quick How often do you clean the bore? (Months or Number of rounds) Mouth 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) ONCE tero mently

oil

Rem

Brand of lubricant used:

How often do you lubricate the bore? (Months or Number of rounds) EVERY 50 Rounds
How often do you lubricate the action? (Months or Number of rounds) every time I use it
How often do you lubricate the trigger assembly? (Months or Number of rounds) every couple of months
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?
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC
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.
<ul> <li>Record the serial number of your firearm before sending it.</li> <li>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.)</li> <li>Remove all accessories from your firearm to prevent loss or damage.</li> </ul>
<ul> <li>Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</li> <li>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.</li> </ul>
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.

	PORTSMAN'C.		
D	WAREHOUSE	Date_ / 3 / 1 / 6 **	_
Assista	Ernie Casillas nt Hunting Department Manager	Store #	_
13277 West	t McDowell Road • Goodyear, AZ 85395 (623) 536-0700 • fax (623) 536-0701 ww.sportsmanswarehouse.com		
SHIP	TO: PENINGERA ROOM	The Trace	_
	Frank Armine	est bouters .	-
	19 However A	V s d	-
	T. Clary MV 1	7.7.4.7.	-
		⊈Řeplace or Repair	
SH	Defective	xpress ☐ Other	
SH	Defective	xpress 🗀 Other	
CUSTO PHONE	Defective Credit Only Defective Credit Only Defective Credit Only Defective Council Credit Only Defective Credit Credit Only Defective Credit Only Defective Credit Only Defecti	xpress ☐ Other	
CUSTO PHONE	Defective	xpress ☐ Other	
CUSTO PHONE	Defective Credit Only Defective Credit Only Defective Credit Only Defective Council Credit Only Defective Credit Credit Only Defective Credit Only Defective Credit Only Defecti	express ☐ Other	
CUSTO PHONE	Defective Credit Only  HPPED: FedEx: Cround CE  DMER: Alathar Fig. 8  E#: RA#: CCT#:	express ☐ Other	
CUSTO PHONE	Defective Credit Only  HPPED: FedEx: Cround CE  DMER: Alathar Fig. 8  E#: RA#: CCT#:	express ☐ Other	
CUSTO	Defective Credit Only  HPPED: FedEx: Cround CE  DMER: Alathar Fig. 8  E#: RA#: CCT#:	express ☐ Other	

PS 9<sub>248</sub>

Estimate #

2547

Estimate Ref # 2.547 Date Printed: 10/02/2007 5:17 pm

**B & A Auto Repair** 

12405 W. Glendale Ave. Glendale, AZ 85307-0000 Phone: (623) 536-0555 Fax: (623) 536-0550

**Estimate** 

Hat/ref#

Promised Time:

Fieldson, Nathan

1995 JEEP GRAND CHEROKEE 5.2

VIN:

Mileage In: 0

Date Written: 10/02/2007

Luke AFB, Az 85309-0000 Home: (623) 810-7804

License: 555-AAA Unit #:

Mileage Out: 0

Written By: Frank Save Old Parts: No

DOM:

Job Name Description Qty List Extended POWERTRAIN CONTROL MODULE -Job #1 POWERTRAIN CONTROL... Part **OEM - POWERTRAIN CONTROL MODULE - ECM** -- 56028113 \$715.00 1.00 \$715.00 **OEM - EVAPORATOR CORE** Part -- 4723518 1.00 \$159.00 \$159.00 **OEM - HEATER CORE** Part -- 4720008 \$205.00 1.00 \$205.00 Labor -- 1 Work Requested - POWERTRAIN CONTROL MODULE -0.70 \$80.00 \$56.00 POWERTRAIN CONTROL MODULE - Replace Work Requested - HEATING AND AIR CONDITIONING -Labor 1.40 \$80.00 \$112.00 HEATING AND AIR CONDITIONING - Evacuate/Recharge - Evacuate & Recharge Work Requested - EVAPORATOR CORE - EVAPORATOR Labor 5.40 \$80.00 \$432.00 CORE - Replace Work Requested - HEATER CORE - HEATER CORE -Labor 5.50 \$80.00 \$440.00 Replace - Main System - With AC **OEM - BLOWER MOTOR** Part -- 4720006 1.00 \$125.00 \$125.00 Work Requested - BLOWER MOTOR - BLOWER MOTOR -Labor -- 1 0.80 \$80.00 \$64.00 Replace Part **Evaporator Case Upper** 1.00 \$111.99 \$111.99 Part Freon 30.00 \$1.10 \$33.00 Anti Freeeze \$12.99 Part 2.00 \$25.98 Work Requested - Repair Wiring Harness 8.00 \$80.00 Labor \$640.00 Work Requested - Repair Firewall Labor 2.00 \$80.00 \$160.00 Work Requested - Repair Door Support Labor 1 1.00 \$80.00 \$80.00 Work Requested - No Start Diagnostic Labor 1.00 \$80.00 \$80.00 Work Requested - Flash PCM 1.50 \$80.00 Labor -- 1 \$120.00 Work Requested - Towing Sublet 1.00 \$75.00 \$75.00 **Evaporator Case Lower** 1.00 Part \$111.99 \$111.99

Page 2 of 2

Estimate # **2547** 

Estimate Ref # 2,547 Date Printed: 10/02/2007 5:17 pm

### **B & A Auto Repair**

12405 W. Glendale Ave. Glendale, AZ 85307-0000 Phone: (623) 536-0555 Fax: (623) 536-0550

**Estimate** 

Hat/ref#

**Promised Time:** 

Fieldson, Nathan

1995 JEEP GRAND CHEROKEE 5.2

VIN:

VIIN.

Mileage In: 0

Date Written: 10/02/2007

Luke AFB, Az 85309-0000 Home: (623) 810-7804 License: 555-AAA Unit #:

Mileage Out: 0

Written By: Frank

DOM:

Save Old Parts: No

Job NameDescriptionQtyListExtendedJob Subtotal :\$3,745.96

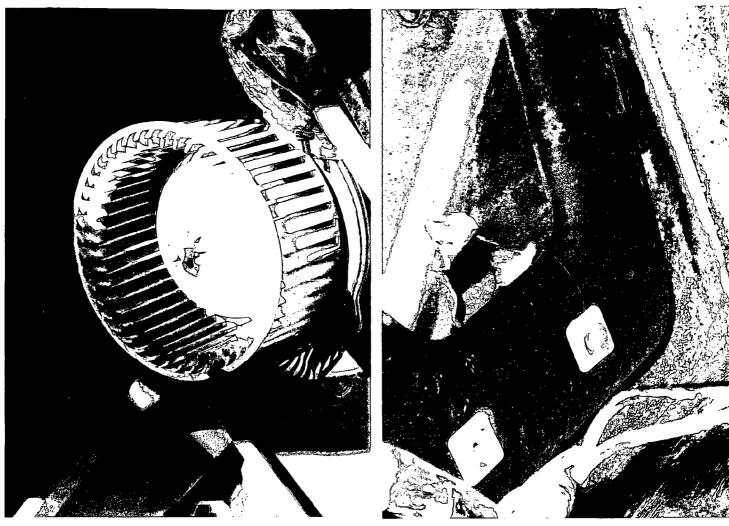
Parts: \$1,486.96 Labor: \$2,184.00 Sublet: \$75.00 Misc: \$0.00 Discount: \$0.00 Hazmat: \$4.00 Supplies: \$3.00 Tax: \$93.87 Total: \$3,846.83

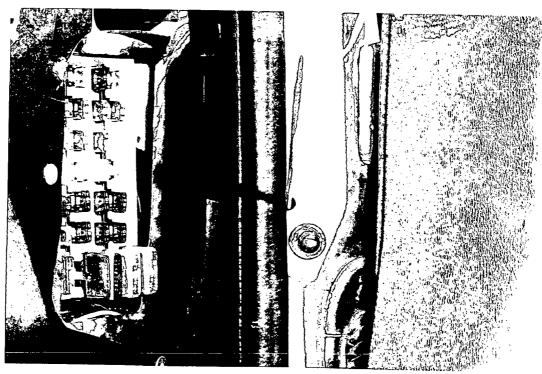
I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized Du		
Authorized By		

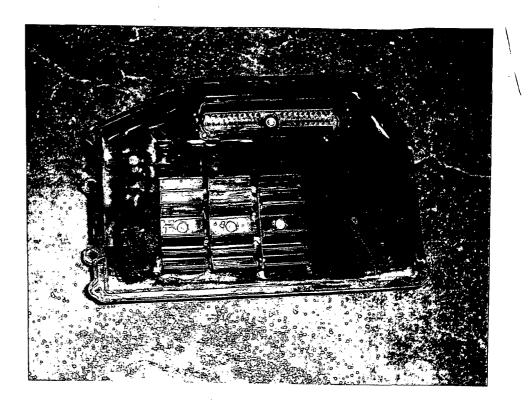
Date \_

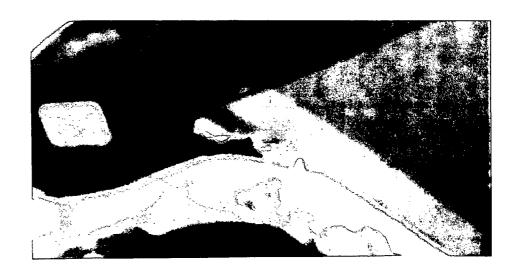
ne PS 9250





( PS 9251





# Remington.

September 24, 2007

Nathan Fieldson 6925A Lalomi Glendale, AZ 85307

Subject: Model 710 RE: Case #1571

Dear Mr. Fieldson,

We were sorry to learn of the unfortunate incident that you and Eric experienced with your Model 710 rifle. As I understand it, the rifle fired when Eric closed the bolt on a round, shooting a hole in your 1995 Jeep Grand Cherokee. You also notated that when you removed the bolt, the firing pin was sticking out on the bolt face. We are certainly glad that no one was injured and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" 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 letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm 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

alla Watson

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

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

NATHAN FIELDSON 6925 A LALOMI GLENDALE AZ 85307

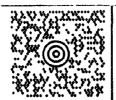
10 LBS RS

1 OF 1

SHIP TO:

ATTN: PRODUCT SERVICES REMINGTON ARMS CO INC 14 HOEFLER AVE

ILION NY 13357



135 0-01



**UPS GROUND** 

TRACKING #: 1Z 4XX 596 90 6541 3015



BILLING: 3RD PARTY DESC: FIREARM RETURN SERVICE

REF 1:NATHAN FIELDSON/LW REF 2:REF#: 710

**PrintDisplay** 

Remington Arms Co., Inc. **Product Service** Legal Case #:1245

Case Information

RE# Obsolete **Date Opened** Date Opened(PS) **Date Closed Incident Date** Pre Lit 129874 6/5/2007 5/30/2007 5/1/2007

Customer Information Contact Type Last Name Street City Zip **Business** First Name State Age H 304-272-9002 Rt 3 Box 2105 Reporter Robert A. Hunter Wayne 25570 W 304-526-5880

Incident Information

Medical Treatment Medical Status Claims Codes Repair Est.

PΙ PD

Cust does not feel safe w/ this

Cause:4079 Other - Unexamined

Concern: 1040 Other - Firearms

Unknown

C

5/1/07-call from Fred Supry-Per Dale Wills, cust was called for deposition in Williams case. Based on his conversations with opposing attornies, he does not feel safe with these rifles. Previously evaluated on RE114509/ PS case 255 & RE114507/ PS case 256. Request for refund of these rifles. I called cust and left msg at his work number.lw

Firearm Information

Mfg. Remington

Type CF/BA Model/Ga. 710/30-06

SKU 27410 Bbl.

**DOM** 

**Date Purchased** 

Where Purchased

Accessories

**Original Owner** 

71063356 KW

5/28/2002 1:18:17 AM

WAL-MART DC 6003R-REGULAR

Returned for refund

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

Remington/710/CF/BA

Settlement

Refund

Release of Claims

Release Date

Reimbursement Cash Settlement Reim. Date APV Cash Date APV

350.00

6/5/2007

Repair/Replacement Cost Repair/Replacement Date

Two rifles returned for refund - RE#: 129508 and 129874 6/5/07-refund issued.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		Supry
	Exam Date		5/30/2007
Examination	Product Type		RF
li  ⊨	Action Type	]	A
	Assigned To		Supry
Cause	4039	No Fault Found	Customer was deposed in a court case involving another Model 710 rifle and as a result he does not trust his rifles and returned them for a refund fls.
	Description		22 inch 3006 caliber M/710
	Date Code		KW
Barrel	Bore Plugged	False ,	
Duito	Bulged	False	( DO 0000
	Fired	False	PS 9255
		_	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1245&Type=Case

6/5/2007

1 munispiay

i.	11		
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	some brass shavings on bolt face
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	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	
	Description		Model 710 safety arm
Safety	Function	Slightly Worn; Functioning	
	Sub-Assembly	ISS	
	Lift	Select	not measured
Sear	Notch	Slightly Worn; Functioning	
		Condition	Slightly Worn; Functioning
Pull	]	Select	5.5 lbs
Altered	Trigger	False	
Sub- Assembly		Other Remington	

# Remington<sub>®</sub>

May 2, 2007

12984

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

Subject: Model 710 Serial #71063356 & 71057285 RE: Case #1245 & 1244

Dear Mr. Hunter,

Both gons are now IN.

Please refund and close
CASE 1244 & 1245.

FLS

We were sorry to learn that you are not satisfied with the Model 710 rifles. Although we did not find anything wrong with these, we will honor your request for a refund.

As we discussed, I have enclosed a prepaid shipping label for you to ship the firearm back to our factory so I can process your refund. 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. Please be sure to include a copy of the receipts.

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

PECTIVE JUN 0 4 2007

lase 1245

## Remington Arms Company, Inc.

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

Parts/Repairs Fax

800-243-9700 336-548-7801

www.remington.com info@remington.com

REPAIR DOCUMENT

REPAIR DOCUMENT

Repair Order Number

RE00114507

Description/Serial Number 71063356

Date Received - 7/12/2006

Estimate Date -

Account # - R-

Model 710 Center Fire Caliber: 30-06

7/21/2006 Current Date -

1 1011

---

6449

4-12-1 . . . . . . come. 1 11714-

\* 1711 \* ---......

Customer

ROBERT A. HUNTER

RT. 3

P.O. BOX 2105

WAYNE, WV 25570 US

Return To

ROBERT A. HUNTER

**RT.3** 

P.O. BOX 2105

WAYNE. WV 25570 US

Phone (H)

(304)-272-9002

Fax **Email** 

M123

Phone (W)

**Problems** 

Reported M992

FIRES WHEN BOLT IS CLOSED

Found

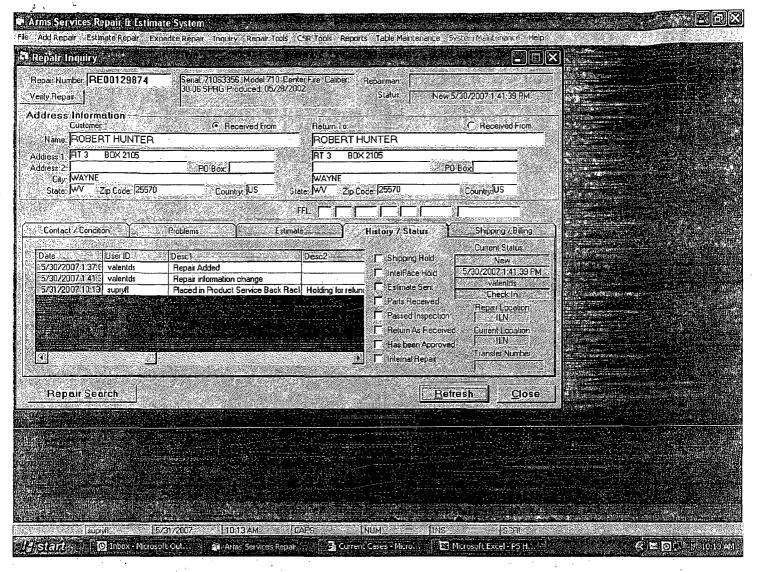
FORWARD TO PRODUCT SERVICE FC

Technician's Comments

**ProblemNotes** 

could not duplicate concern.check over, fit new trigger assm, clean at no charge

Parts and Labor **Material Description** Quantity Warranty (Y/N) Material # Part F300401 710 RECEIVER INSERT ASSEMBLY COMPLETE Y Part Total: Service -40001.04 ARMS SERV SHIPPING & HANDLING 0 Y 4000119 **GR-TEST** Service Total:



## Remington Arms Company, Inc.

Madison, NC 27025

				Seller's Invoice			
Purchase Order No.	- Selle	r's Invoice N	o	Date			
Laura Watson							
Name of Person Originating APV Madison/ 8789	Pay	To:R	obert Hunter	<del> </del>			
Location/Extension of Originator 6/1/2007	Stree	et and No	Rt 3 Box 21	05			
Date Prepared	City	Wayne		State WV	Zip Co	ode	25570
0/ Davis Net				Vendor Code			
%Days; NetDays or	Desired Pay Date			Pmt Method			1
		·					
						otal	
Descr	ription			· · · · · · · · · · · · · · · · · · ·	Dollars		Cents
Refund for Model 710 rifles. RE129508/ serial 710	157205 9 DE4200	74/ parial 7	1062256			700	00
Refulld for Model / To filles. RE 129306/ Seliai / To	337 203 & RE 12907	4/ Serial /	1003330			700	00
				-			
		·					
Wire Transfer Information				···			
Bank:							
ABA:							
Davids.							
Pay to:							
Acct #:							
Distribution	<b>31</b>			attest that all required	Gross		
9950050 220445 0 0 1 5 1 1 1 1 1 1 1 1	31			properly made and that		700	00
8850050-230145 Cost Element/C				ments without further	Discount	700	00
	Check	s as to conecti	11110 /1	lation	Discouri		
	Sign	ned:	evill "	axon			
	3	1	1 . <i>M</i>		Net		
	Sigr	ned: ( )	mul for	nam			
			1./1/12			700	••
	Date	e: 	4/10/			700	00
	_						
For Treasury Use Only							
Data Daid							
Date Paid							
Reference No.							
Bank Acct							
USD Amt							
(If in Foreign Currency)							

## Remington

May 2, 2007

haura,
Holding until you
have issued refund.
Fred 5/24/07

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

Subject: Model 710 Serial #71063356 & 71057285

RE: Case #1245 & 1244

Dear Mr. Hunter.



BY:\_\_\_\_

We were sorry to learn that you are not satisfied with the Model 710 rifles. Although we did not find anything wrong with these, we will honor your request for a refund.

As we discussed, I have enclosed a prepaid shipping label for you to ship the firearm back to our factory so I can process your refund. 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. Please be sure to include a copy of the receipts.

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

5/ag 2:30 Prove busy 5/30 \$350 P- with

057285

Model:

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

Contact // Condition   Problems   Estimate   History / Status   Contact // Condition   Problems   Estimate   Contact // Condition   Contact // Condit	epaii Number: RE00129508 Serial: 71057285	Model:710: Center Fire: Caliber: Repairman: duced: 04/16/2002: Status: New 5/23/2007-12:50:40:PM	Comparison and a second	
Conlact / Condition Problems	Name	ROBERT HUNTER  AT 3  D5  WAYNE		
	Date	Desc2    Shipping / Billin	The second secon	
		<u>Refresh</u> <u>Co</u>		

## Remington Arms Company, Inc.

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

Parts/Repairs Fax

800-243-9700 336-548-7801

www.remington.com info@remington.com

REPAIR DOCUMENT

REPAIR DOCUMENT

. 40 -

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teltig r

: 1-114)-1 . . . . · Filter.

. 11-1-7. ....

Repair Order Number

Description/Serial Number

Date Received - 7/12/2006

RE00114507

71063356

Estimate Date -

Account # - R-

Model 710 Center Fire Caliber: 30-06

Current Date -

7/21/2006

Customer

ROBERT A. HUNTER

**RT.3** 

P.O. BOX 2105

WAYNE. WV 25570 US

Return To

ROBERT A. HUNTER

RT. 3

P.O. BOX 2105

WAYNE. WV 25570 US

Phone (H) Phone (W)

(304)-272-9002

Fax

**Email** 

**Problems** 

M123

Reported M992

FIRES WHEN BOLT IS CLOSED

Found

FORWARD TO PRODUCT SERVICE FC

Technician's Comments

**ProblemNotes** 

could not duplicate concern.check over, fit new trigger assm, clean at no charge

Parts and Labor

Material # **Material Description** 

Total:

Part

Service Total:

Quantity Warranty (Y/N)

Part

710 RECEIVER INSERT ASSEMBLY COMPLETE F300401

Service

4000104

ARMS SERV SHIPPING & HANDLING

4000119

**GR-TEST** 

0

Y

Y

710 57285 Received 5/23/2007

Page 1 of 2 PrintDisplay

> Remington Arms Co., Inc. Product Service Legal Case #:1827

Case Information

RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date** Obsolete Pre Lit Lit 137763 12/5/2007 12/6/2007 12/8/2007

**Customer Information** 

Type Business First Name Last Name Street City State Zip Age Contact H 205-281-8286 Reporter 1742 Winsor Blvd Craig Jackson Homewood AL 35209 E fcraigaa@sol.com

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD Cause:4006 Altered Adjustments or Components

S fires on safe release Concern: 1007 Fired on Safe Release

Unknown

C

12/10/07-correspondence from repair-fires when you take safety off.lw

Firearm Information

Mfg. Type Model/Ga. SKU Serial Bbl. **DOM** Remington CF/BA 710/3006 SPR 27410 71096924 BX 1/16/2003 6:39:34 PM **Date Purchased** Where Purchased Accessories **Original Owner** 

12/1/2006

**ACADEMY CORP** 

N

CONCERN:FSR

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

Remington/710/CF/BA

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

Replace TA at discount

> Repair/Replacement Repair/Replacement Cost Date

12/10/07-quote sent to replace TA at 1/2 normal charges.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		22" 3006 SPR
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	☐ PS 9264
	Fired while Obstructed		. 3 3204

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1827&Type=Case

12/11/2007

## PrintDisplay

1	Muzzle/Crown Condition	Slightly Worn; Functioning	$\neg$
	Firing Pin		<u>-</u> -
Bolt	Shroud	Slightly Worn; Functioning	=
		Slightly Worn; Functioning	
	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	Slightly Worn; Functioning	
	Notch Condition	Select	
Magazine	Condition	Select	
Magazine	Box Condition	Missing	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/710 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
	Lift	Select	
Sear	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

Arms Services Repair (E)Est		e e e e e e e e e e e e e e e e e e e				
File Add Repair Estimate Repair	Expedite Repair Inquiry Repair	r Tools CSR Tools Repor	ts Table Maintenance	Seran Maintennance Help	31	
Repair Number: RE00137763	Serial 71096924 Model 30 06 SPRG Produced	710 Center Fire Caliber: 01/16/2003	Repairman: New	12/5/2007 2:51:25 PM		
Address Information Customer:	. G∘Received F	rom Return To:		Received From		
Name: CRAIG JACKSON		CRAIG JAC	KSON			
Address 1: 1742 WINSOR BLVD	STATE OF THE PROPERTY OF THE P	[1742 WINSOI				
Address 2: City: HOMEWOOD	PO Box )	HOMEWOOD		O Boxl		
State: AL Zip Code: 352	09 Country: US		ode: 35209	Country: US		
n New York and Add Charles I a	Nagaraja na takah maja	ingo y FFLET				
Contact / Condition	Problems	Estimate System	History / Status	Shipping / Billing		
	to be to the part of the			Current Status		
Date User ID	Desc1	Desc2	_   Chipping Hold	New		
12/3/2007/9:34:4 skinne/tl	Repair Added Repair information change		Γ. IntelFace Hold →	12/5/2007 2:51:25 PM		
32/5/2007 2:53.2 valentds	From: Check In	To:	厂: Estimate Sent	valentds Product Services		
12/6/2007 7:53.0 supryfl	Returned to AS for repair	at special price	Parts Received	Repail Location		
			☐ Passed Inspection	A ILN		
			☐ Return As Receive			
			☐ Has been Approve	d Transler Number		
		. Talah 19 a 49 km 2 a 49 km <u>≥</u> Talah 19 a 49 km 2 a	, internal Repair	Transler Number		
Repair <u>S</u> earch			<u>⊩ He</u> 1	resh <u>C</u> lose		
			The section of the se			
	12/6/20074 7/53/AM		INUM	ATATA ATA SERLA AN		
ing Starte It	rosoft Out	es Repair 🗼 🔀 Micros	oft Excell-PSH are a			gordon asam.

( PS 9266 )

1827

# Remington.

**Factory Repair Instructions** 

(NOTE: Please print and complete this for	rm, and then include it with your firearm.)
Model Number: 7/0	Serial Number: 71096924
Are you the original owner?: YES NO	
Name: CRAIG JACKSON	Date of Purchase: Dec 06 USED
Address (no PO Boxes): 1742 Win	odsur Blud
city: Homewood	State: AL Zip: 35209
Phone (Daytime): 205-281-8286	Fax:
E-mail Address: CNATCAAC AOL  I would like to receive future e-mail updates from R	and the second s
Please describe your problem:	
GUN WILL FIRE Whe	is you take the
Safty off	
*******	
and the second of the second o	A MANAGEMENT AND A STATE OF THE
er er kritisk og kritisk	
Ammunition Information:	
Manufacturer: Reminston	Type: Core/o/C
Other (i.e. bullet weight/type, shot size, powder):	50 9/A N
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: Rem O	
How often do you clean the bore? (Months or Number of	rounds) After each Fire
How often do you clean the action? (Months or Number of	of rounds)
How often do you clean the trigger assembly? (Months o	r Number of rounds)
	PS 926
Brand of lubricant used: Rem Os/	1 3 920
	· · · · · · · · · · · · · · · · · · ·

3<sup>4</sup> 1/0<sup>3</sup>

BARBER - Kinzer PPS GAL RE0008348

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?

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:

\$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please h your gun)

71096924

timate detailing the nature of the repair, applicable taxes air estimate. Repairs can be paid by check, money order, , or VISA). If you wish, you can expedite repairs over billed to your credit card.

RE00137763

Trig. set screws altered no return on trigger, will hollow Down liphace TRA, chackover clean at 1/2 Morand changes.

Dusta

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

Case Information

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

12/5/2006

12/2/2006

**Customer Information** 

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

**Incident Information** 

Medical Repair Medical Claims Codes Est. **Treatment** Status PI Thumb cut PD Cause:4079 Other - Unexamined Concern:1007 Fired on Safe N ok fired on safe Release 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
710/7mm Rem 25.112 51.55:07.

Remington CF/BA Ma 27412 71214070 5/1/2003 11:

Tyla Protes

Date
Purchased Where Purchased Accessories
Original
Owner

ACADEMY U

CORP

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Settlement APV APV

Repair/Replacement Repair/Replacement Cost Date

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

12/0/00-schaling Alks, in, & ook to get guil in for evaluation. Iw

Examination[Remington/CF/BA]

PS 9269

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

12/6/2006

la a	1	11	u l
Part	Sub-Part	Code	Comment
<u> </u>	·		

SETTOT MARMOT. ITETACIO

Corporate BATF

Modelid Material ProdLoc ProdDate Description

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

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

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

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

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Not on File at this location

Location: Mayfield

Modelid Material ProdLoc ProdDate Description

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

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

Status Date Inv Loc OverPack Transfer Shipment DelNoteNbr HoldStatus Pallet

03/08/2005 Staging Transfered 030088649 T30000277 P30006069

History: Date User Action 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 byrdsr T:T30000277 P:P30006069 2005/03/08 Transfered To: OHL on T30000277 byrdsr

Location: Memphis

Modelid Material ProdLoc ProdDate Description

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

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

OverPack Status Inv Loc Transfer Date Pallet Shipment DelNoteNbr HoldStatus

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

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

2005/03/10 LocChange Location: FA46B23 RF rle

2005/03/31 ShipUnitAdd TEH Shmt:213603 PO:57410P-HG SU:S10711273 - RF

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

Local BATF

Code Loc Customer Name Zip Code Date Delivery UserID Activity Reason

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						<u> </u>
Date of Call	Incident Date		Pre Lit	Lit		Ohe	olete
12/5/06	19/3/06		110 Dit	LIL		_ Obs	Olete
Customer Info	rmation		· · · · · · · · · · · · · · · · · · ·	1		<del></del> ,	
	Reporter (Ag	re )			Inc	ident (Ag	τα )
Name			inhale		1110	idont (Ag	<u> </u>
Address	Tessia Mc Nichols 6600 North Hury 146					<u> </u>	
City, St Zip	LOT 71	OOV T	the promy pro	<i>u</i>			
Home	Boyton		77520				
Cell	009100	n, ix	1/500				
Work	713-74	2-9	(4.3.8)		<del></del>		
THE R	112 17	0. 0	vas			<del></del>	
Incident Inform	nation	· · · · ·			[		
Personal Injury		outy D	amage 🔃	Safety	W.	10	Concern
Nature of Injur				Salety,			.oncern
Medical Treatn		(1)	<u> </u>		<u></u>		
Claim:	nent: No						
	1 5 6	10.	alesse.	<del></del>			
incident:	rd on 52	<del>pe</del> r	exerse			1	01/2-
				<del></del>		100	0 - 815005
						AN	2
<u> </u>	<del></del>					AIV	3 /
	·	· ·	<del> </del>				
				•			
<u> </u>							
Firearm Informs	<b>rtion</b>	The Park			District of The		
							Date of manuf.
Manufacturer	Type of Action		Model/Cal. or (	a. Ser	ial Nun	nber	
				a. Ser	ial Nun	nber	
Manufacturer		on:	Model/Cal. or C	a. Ser	ial Nun	1070	Date of manuf.
Manufacturer		on:	Model/Cal. or (	a. Ser	ial Nun	nber	Date of manuf.  Owner
Manufacturer	Type of Action	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  CLW  Date Purchased	Type of Action B/A	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  CLV  Date Purchased  Ammunition Info Factory or Reloa Manufacturer	Type of Action B/A	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Info Factory or Reloa Manufacturer  Caliber	Type of Action B/A	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Info Factory or Reloa Manufacturer Caliber Bullet type	Type of Action B/A	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Information Factory or Reload Manufacturer  Caliber  Bullet type  Bullet Weight	Type of Action   B/A   Principle of Action   Comparison   Comparison	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Information Factory or Reloament Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition Factory or Reloament Facto	Type of Action   B/A   Drimation   ds   lion	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Information Factory or Reload Manufacturer  Caliber  Bullet type  Bullet Weight	Type of Action   B/A   Drimation   ds   lion	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Information Factory or Reloament Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition Factory or Reloament Facto	Type of Action   B/A   Drimation   ds   lion	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Information Factory or Reloament Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition Factory or Reloament Facto	Type of Action   B/A   Drimation   ds   lion	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Information Factory or Reloament Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition Factory or Reloament Facto	Type of Action   B/A   Drimation   ds   lion	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Info Factory or Reloa Manufacturer Caliber Bullet type Bullet Weight Lot # of ammunit Additional Amme	Type of Action    branched    commation    ds    tion    o Info:	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Information Factory or Reloament Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition Factory or Reloament Facto	Type of Action    branched    commation    ds    tion    o Info:	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Info Factory or Reloa Manufacturer Caliber Bullet type Bullet Weight Lot # of ammunit Additional Amme	Type of Action    branched    commation    ds    tion    o Info:	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Info Factory or Reloa Manufacturer Caliber Bullet type Bullet Weight Lot # of ammunit Additional Amme	Type of Action    branched    commation    ds    tion    o Info:	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Info Factory or Reloa Manufacturer Caliber Bullet type Bullet Weight Lot # of ammunit Additional Amme	Type of Action    branched    commation    ds    tion    o Info:	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner
Manufacturer  Cliv  Date Purchased  Ammunition Info Factory or Reloa Manufacturer Caliber Bullet type Bullet Weight Lot # of ammunit Additional Amme	Type of Action    branched    commation    ds    tion    o Info:	on:	Model/Cal. or C	a. Ser	ial Nun	ober Origina	Date of manuf.  Owner

### 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



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6636 0053



BILLING: 3RD PARTY

DESC:

RETURN SERVICE

REF 1: TESSIA MCNICHOLS/LW

Craddock, Amanda

From:

Watson, Laura M.

Sent:

Tuesday, December 05, 2006 10:27 AM

To:

Media Coordinator Schedule

Subject: ARS requests

ALL CURR USD DEC 05, 2006 4XX596 ACT WT 10.0 LBS SERVICE GNDCOM TRACKING# 124XX5969066360053

REF 1: TESSIA MCNICHOLS/LW REF 2:

HANDLING CHARGE 0.00 SVC T/P USD SINGLE-PIECE REF RATE CHRGS: RS 0.50 0.00 COD

**HZMT** 0.00 SD 0.00

0.00

0.00 SP 8.54

DV 0.00 DC 0.00 AH 0.00 TOT REF CHG 8.54

REF+HANDLING

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	·
DESCRIPTION: Ref: 710			
	·		

#### LABEL INFORMATION

MAIL LABEL TO: Tessia McNichols

6600 North Hwy 146

Lot 71

Baytown, TX 77520

RETURN ITEM

Ilion, NY

Attn: Product Service

**Factory Only** 

(Need a label please)

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

DELIAL NUMBER (114140)

Corporate BATF

Modelid Material ProdLoc ProdDate Description

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

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

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

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

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Not on File at this location

Location: Mayfield

Modelid Material ProdLoc ProdDate Description

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

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

OverPack Shipment DelNoteNbr HoldStatus Date Status Inv Loc Pallet Transfer

Transfered 03/08/2005 Staging 030088649 P30006069 T30000277

History: Date Action User Activity Description

2005/02/25 Assigned chambleead

2005/02/28 Etching receiver

2005/02/28 Etched receiver

woltmanja 2005/03/01 Packed

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

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 Status Inv Loc Pallet Transfer Shipment DelNoteNbr HoldStatus

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

History: Date Action User Activity Description

2005/03/09 Received wrightc From: MAY on T30000277 2005/03/10 LocChange Location: FA46B23 RF rle

2005/03/31 ShipUnitAdd TEH Shmt:213603 PO:57410P-HG SU:S10711273 - RF

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

Local BATF

Zip Code Date Code Loc Customer Name Delivery UserID Activity Reason

0081171675 richmondgm 2005/03/31 SHIP OHL ACADEMY CORP 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	tion				
Date of Call	Incident Date	Pre Lit	Lit	Obs	olete
12/5/06	12/2/06				
Customer Info	rmation				
	Reporter (Age	)		Incident (Ag	(e )
Name	Tessia MC	Wichols orth Huy			
Address	6600 NO	outh Have	146		
City, St Zip	40771				
Home	Brytown	Tx 77520	2		
Cell	7				
Work	713-748:	9628			
	7.0	- <del>1 4 6 6</del>		<del>                                     </del>	
Incident Inform	mation			<u></u>	<u> </u>
Personal Injur		ty Damage 🚺	Safety	<b>a</b> 10	Concern
Nature of Injur			Darceya		Officer
Medical Treat		· / / / / / / / / / / / / / / / / / / /			<u> </u>
Claim:	ment: No				
	1	10.10		<del></del>	
incident: Fi	nd on safe	V VETENSE			0.12
					0 - 81 <b>5</b> 505
				,	
	<del></del>	·		- ANS	3 1/
		<del></del>			<u> </u>
					<del></del>
Firearm Inform	ation				
Firearm Inform Manufacturer	ation Type of Action	Model/Cal.		ial Number	Date of manuf.
		Model/Cal.	or Ga. Ser	ial Number	
		Model/Cal.	or Ga. Ser	ial Number	
Manufacturer [Zem]		Model/Cal.	or Ga. Ser	ial Number 1214070	Date of manuf.
		Model/Cal.	or Ga. Ser	ial Number	Date of manuf.
Manufacturer [Zem]	Type of Action  B/A	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  [Zew]  Date Purchased  Ammunition Inf	Type of Action  B/A  formation	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  [ZLW]  Date Purchased	Type of Action  B/A  formation	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  CLM  Date Purchased  Ammunition Inf Factory or Reloa	Type of Action  B/A  Cormation  ads	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  CLW  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer	Type of Action  B/A  Cormation  ads	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  CLV  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight	Type of Action  B/A  Formation  ads	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition	Type of Action  B/A  Cormation  ads	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  CLV  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight	Type of Action  B/A  Cormation  ads	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition	Type of Action  B/A  Cormation  ads	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition	Type of Action  B/A  Cormation  ads	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition	Type of Action  B/A  Cormation  ads	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammuni  Additional Amm	Type of Action  B/A  formation  ads  ition  no Info:	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammunition	Type of Action  B/A  formation  ads  ition  no Info:	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammuni  Additional Amm	Type of Action  B/A  formation  ads  ition  no Info:	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammuni  Additional Amm	Type of Action  B/A  formation  ads  ition  no Info:	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammuni  Additional Amm	Type of Action  B/A  formation  ads  ition  no Info:	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.
Manufacturer  Clim  Date Purchased  Ammunition Inf Factory or Reloa  Manufacturer  Caliber  Bullet type  Bullet Weight  Lot # of ammuni  Additional Amm	Type of Action  B/A  formation  ads  ition  no Info:	Model/Cal.	or Ga. Ser	ial Number 1214070 Origina	Date of manuf.

## Remington<sub>®</sub>

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

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

NY 13357 ILION



NY 135 0-01



**UPS GROUND** 

TRACKING #: 1Z 4XX 596 90 6636 0053



BILLING: 3RD PARTY DESC: ...

RETURN SERVICE

REF 1: TESSIA MCNICHOLS/LW

Craddock, Amanda

From: Watson, Laura M.

Sent:

Tuesday, December 05, 2006 10:27 AM To:

Media Coordinator Schedule

Subject: ARS requests

1 OF 1 DEC 05, 2006 ALL CURR USD 4XX596 ACT WT 10.0 LBS SERVICE GNDCOM

TRACKING# 124XX5969066360053 REF 1: TESSIA MCNICHOLS/LW REF 2:

HANDLING CHARGE 0.00 SINGLE-PIECE REF RATE CHRGS: SVC T/P USD RS 0.50 COD 0.00 DV 0.00 SD 0.00 HZMT 0.00 SP 0.00 0.00 AH 0.00 NTFY

TOT REF CHG 8.54

REF+HANDLING 8.54

www.remington.com

870 Remington Drive

P. O. Box 700

Madison, NC 27025-0700

#### ARS LABEL REQUEST

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

#### LABEL INFORMATION

MAIL LABEL TO: Tessia McNichols

6600 North Hwy 146

Lot 71

Baytown, TX 77520

RETURN ITEM

Ilion, NY

Attn: Product Service

**Factory Only** 

(Need a label please)

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

rmunispiay

Remington Arms Co., Inc. Product Service Legal Case #:1622

Case Information

RE# **Date Opened** 134729

Date Opened(PS) 10/8/2007 10/9/2007

**Date Closed** 10/15/2007

**Incident Date** 

Obsolete Pre Lit Lit

Customer Information

Type **Business**  **First Name Last Name** 

Street 1882 US Hwy 1 City State

Zip Age

Medical Treatment Medical Status

Contact

Incident Information

Claims

Codes

Witham

Repair Est.

Cary Plt

ME

H 207-538-6318

PΙ

Reporter

PD

Cause:4013

Robin

**Broken or Missing Parts** 

04471

S fired w/ safety on Concern: 1028 Fired With Safe ON

Unknown

10/15/07-correspondence from repair-cust slipped while hunting. Came down on butt of gun and the gun went off. cust does not feel comfortable w/ gun and would like something else. No injuries, just shaken up.lw

Firearm Information

Mfg.

Type

Model/Ga.

SKU

Serial Bbl.

**DOM** 

Remington

CF/BA

710/7MM REM MA

27412

71228383 KZ

5/27/2005 12:33:47

AM

Date Purchased

Where Purchased

Accessories

**Original** Owner

12/1/2006

WAL-MART DC 6003R-**REGULAR** 

Y

CONCERN: FIRES WITH SAFETY ON

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 Cash Date

APV

APV

Replace w/ M/700

27343

Repair/Replacement

Repair/Replacement

Cost

Date

230

10/15/2007

10/15/07-cust ok w/ 27343 M/700 SPS DM.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment	
	Examiner		B.TRAVIS	
Evamination	Exam Date		10/9/2007	
LXammation	Product Type		RF	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1622&Type=Case

10/15/2007

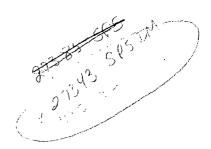
	Action Type	1	A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	TRIGGER PLATE BROKEN CAUSING FOLLOW DOWNS
	Description		24" 7MM REM MAG
	Date Code	j	KZ
	Bore Plugged	False	
  Barrel	Bulged	False	
Dariei	Fired	False	
	Fired while Obstructed		•
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	Slightly Worn; Functioning	
	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	]
Receiver	Bulged	False	
	Description	·	STANDARD M/710 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	N/A
Sear	Notch	Slightly Worn; Not Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	PLATE BROKEN
Trigger	Pull	Select	N/A FOLLOWS DOWN
	Altered	False	
	Sub-Assembly	Other Remington	]

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1622&Type=Case

10/15/2007

Arms Services Repair & Estimate System  lle Add Repair Estimate Repair Expedite Repair Inquiry, Repair Tools CSR Tools Reports Table Maintenance System Meintenance Hep.  Repair Inquiry  Repair Number: RE00134729    Serial 71228383   Model 710 Center Fire Cellber   Repairman   Repai	
New 10/3/2007/8/21/20 AM   New 10/3/2007/8/21/20 AM     Address Information	
Contact / Condition	
Repair Search Close	
Supple   10/12/2007   10/14/AM   SEAS   NUM   NUM   SEA	

10/15/07 Imag w/ Yvonne, wife 3:00



c'ust	Planes 5	1622	jkz 5/05
	Nignesta puzge		Ker 100
L XCN	the state of the s		111
	Komi	ngton. X	721
	<b>A</b> CHU	igioii.	
	Factory Repa	air Instructions	
		orm, and then include it with your firearm.)	_
	Model Number: 7/0	Serial Number: 7/228383	_
-	Are you the original owner?: XYES NO		
	Name: Robin A. Witham	Date of Purchase: 12/01/06	
	Address (no PO Boxes):		
	1882 U.S. HUY.I	:.	_
	City: Cary PLT.	State: Maine   Zip: 04471	_
	Phone (Daytime): 207-538-6318	Fax: 207-521-0397	_
	E-mail Address:		
	I would like to receive future e-mail updates from	Remington.	_
	Please describe your problem: R:f/e	fired with sosty on.	_
	also bolt didn't seem	the same of the sa	:
			↓ ,
			je nu
_		1799 1000 1000 1000 1000 1000 1000 1000	J 1100
a is 7 1	220202	hous (No Jo	1
	228383	Noo Pin	to war gov
Model:	710	1 19 Pin. 1	- New Ju
11100G1.	/ 10	Туре:	+ to 1 4 9 .
		WWW.	of west will
	######################################	TO WAR THE DE	
	(	Powder Weight:	4 9r
7	E00134729 -	Primer Used:	<del>,</del>
	Bullet Type/Shot Size:	Reloader Used:	╣, ╣,
		, Ch	College .
	Firearms Care (Cleaning and Lubrication):		- ''
	Brand of cleaning solution used: Rem hy ton		_
	How often do you clean the bore? (Months or Number of	of rounds) 1st time fired 1160. ago W	ith in this
	How often do you clean the action? (Months or Number		red
	How often do you clean the trigger assembly? (Months		dina
	Gun Safe Checked Monthly and ligh		7
	Brand of lubricant used: Remine toh		

(PS 9284

	re? (Months or Number of roun	nas)
How often do you lubricate the act	ion? (Months or Number of rou	unds)
How often do you lubricate the trig	gger assembly? (Months or Nur	mber of rounds)
Have you reviewed the cleaning ar	nd maintenance recommendati	ons on our web site or in our owners manual?
Comments:		
When was the last time that your f	firearm was serviced by a Rem	ington authorized repairman/gunsmith?
What were the services performed	? None	
<b>.</b>		
Ship your INSURED firearm by	either UPS or Parcel Post to	);
		*
. R	EMINGTON ARMS	S CO., INC
	Them NV 42	~ <b>~ ~</b>
	Ilion, NY 13:	<b>3 3 /</b> Mark 1 2 1 Mark 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
FIREARM. THIS IS A VIOLATION SEND THEM IN A SEPARATE PACK MODEL AND SERIAL NUMBER OF Y	E OR SPENT SHELLS IN YOUR IN FEDERAL LAW. IF YOU FAGE AND INCLUDE NAME, ADD YOUR FIREARM.	FIREARM OR IN THE SAME BOX WITH THE EEL YOU MUST SEND SPENT SHELLS PLEASE DRESS (WITH ZIP CODE), TELEPHONE AND
FIREARM. THIS IS A VIOLATION SEND THEM IN A SEPARATE PACK MODEL AND SERIAL NUMBER OF YELLOW RECORD THE RECORD THE SERIAL NUMBER OF YOU Pack your firearm for safety and	E OR SPENT SHELLS IN YOUR IN OF FEDERAL LAW. IF YOU FAGE AND INCLUDE NAME, ADDITION FIREARM.  It firearm before sending it. It is prevent further damage in	FIREARM OR IN THE SAME BOX WITH THE EEL YOU MUST SEND SPENT SHELLS PLEASE RESS (WITH ZIP CODE), TELEPHONE AND shipping and handling. Preferably,
FIREARM. THIS IS A VIOLATION SEND THEM IN A SEPARATE PACK MODEL AND SERIAL NUMBER OF Y  Record the serial number of you Pack your firearm for safety and ship in a firearm box. (Note: Ori Remoye all accessories from you Provide a return address on both	E OR SPENT SHELLS IN YOUR IN OFFEDERAL LAW. IF YOU FAGE AND INCLUDE NAME, ADD OUR FIREARM.  If firearm before sending it.  It to prevent further damage in ginal boxes may not be returned in firearm to prevent loss or day.	FIREARM OR IN THE SAME BOX WITH THE EEL YOU MUST SEND SPENT SHELLS PLEASE DRESS (WITH ZIP CODE), TELEPHONE AND shipping and handling. Preferably, ed.)
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FIREARM. THIS IS A VIOLATION SEND THEM IN A SEPARATE PACK MODEL AND SERIAL NUMBER OF Y  Record the serial number of you Pack your firearm for safety and ship in a firearm box. (Note: Ori Remoye all accessories from you Provide a return address on both return address will be refused. Ship your INSURED firearm by e	E OR SPENT SHELLS IN YOUR IN OFFEDERAL LAW. IF YOUR FAGE AND INCLUDE NAME, ADDOUR FIREARM.  In firearm before sending it is it to prevent further damage in ginal boxes may not be returned in firearm to prevent loss or dain the outside and inside the boutside and inside	FIREARM OR IN THE SAME BOX WITH THE EEL YOU MUST SEND SPENT SHELLS PLEASE DRESS (WITH ZIP CODE), TELEPHONE AND shipping and handling. Preferably, ed.) amage. x. Shipments without a proper of the insurance from your carrier.
FIREARM. THIS IS A VIOLATION SEND THEM IN A SEPARATE PACK MODEL AND SERIAL NUMBER OF YELL Record the serial number of you Pack your firearm for safety and ship in a firearm box. (Note: Ori Remoye all accessories from you Provide a return address on both return address will be refused. Ship your INSURED firearm by edamage or loss during shipment. Charge repairs will be processed up to the serial pack.	E OR SPENT SHELLS IN YOUR IN OFFEDERAL LAW. IF YOU FAGE AND INCLUDE NAME, ADDITION FIREARM.  It for prevent further damage in ginal boxes may not be returned in firearm to prevent loss or day in the outside and inside the book in the outside and inside the book in the following guidelines:  It is one of the complete	FIREARM OR IN THE SAME BOX WITH THE EEL YOU MUST SEND SPENT SHELLS PLEASE PRESS (WITH ZIP CODE), TELEPHONE AND shipping and handling. Preferably, ed.) amage. x. Shipments without a proper ington is not responsible for a insurance from your carrier.

10: Kemington Arms Service Manager Remington guns have been in My tamily for many years. We have always felt Save and Confedant about there performance and accuracy. My father has shot over 200 dear with his. We are a large family of hunters. I am now 49 yrs. Old and have been hunting Since I was 8 yis. Old. I am also a U.S. Army Vet, and have never had the scare that this gun gave me. NO matter What a Weapon Should not go Off with the Safty on. This is What on happened. As I Was Walking in The Woods I Slipped on a Tree root. As I Slipped I

Came down on the butt of the gun. The gun then Went off, firering Write Dy my face, That's when I Tealized the scare of how fast life can be over. This is also Why I don't feel that I could ever be comfortable with this gun agian, No matter What is done with it. I ask PLEASE exchange This gun for a different model. Something I can once agian feel Confedent and Safe with, 1 also realize there would be a prise difference, Ill Pay it. Just restore my Confedence in a fine Remington rifle. TO call and speak with me is needed.
(201) 538-6318
Thank you for your Concern
Robin Witham

PS 9287

BARBER - Kinzer PPS GAL RE0008368

OZ88-971

WE SELL FOR LESS
MANAGER JOHN BILLINGS
( 207 ) 532 - 2181
ST# 1974 OP# 00001410 TE# 22 TR# 04749
BAKEWARE SET 007675362625 19.86 X
PACK 002096849277 PRYREX SET . 007116000195 18.97 X WORKSHOP PAK 005026729537 4.97 X 4.97 X HOUSE PACK 005026729533 5.00 002096850498 POUCH 068001380234 5.00 T L/S TSHIRT CARGO PANT 083391900752 15,00 T 083391900754 17.00 T CARGO PANT 2.24 X 299.87 X 005026721072 STIC HUG HK 004770027412 REMINGTON

SUBTOTAL 20.19 424.07 5.000 % TAX 1 TOTAL

VISA TEND 424.07

ACCOUNT #1185 APPROVAL #07166A TRANS ID -0166335707468728 VALIDATION -ZN7G

PAYMENT SERVICE - E

0.00

CHANGE DUE

### ITEMS SOLD

TC# 0710 4802 5204 0355 8460 7

It's Rollback Season.

10,000 ways to save. 14:39:28 12/01/06

PrintDisplay rage 1 of 1

Remington Arms Co., Inc.
Product Service
Legal Case #:1763

Case Information

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

1**1/14/2007** 

Concern: 1028 Fired With Safe ON

11/7/2007

**Customer Information** 

TypeBusinessFirst NameLast NameStreetCityStateZipAgeContactReporterClydeWoodby7820 Ebenezer Church RdRaleighNC27612H 919-524-0558

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD shot truck Cause:4079 Other - Unexamined

Unknown

S C

11/14/07-cust has had problems with the clip and feeding in the past. we sent him a new stock. He went hunting last weekend, gun jammed. He was standing beside the truck ejecting the round and the gun went off with the safety on. Shot through the back floorboard of truck and hit the return line of the gas tank. Cust claims gun was on safe.lw

Firearm Information

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

Remington CF/BA 710/270Win 27408 71123621 6/22/2003 10:25:14 PM

Date Purchased Where Purchased Accessories Original Owner

DICK S SPORTING GOODS Y

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

1

Remington/710/CF/BA

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

Repair/Replacement Repair/Replacement

Cost Date

11/15/07-sending box, ars, & ltr.lw

Examination[Remington/CF/BA]

Part Sub-Part Code Comment

PS 9288

11/15/2007

(103)

Case Informa	tion		<del> </del>	
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
1114107	11/7/07			
Customer Info	ormation			
	Reporter (Age	)		Incident (Age )
Name	Unde Don	1 bu		
Address	7820 1 Delco	dbu ceOChench E	d.	
City, St Zip	Raleigh, NC	27612		
Home	919-524-0	)558		
Cell				
Work				
		·		
Incident Infor			· ·	
Personal Injur		y Damage 🔼	Safety	_ Concern_
Nature of Inju				
Medical Treat	ment:			
Claim:	<del></del>			
Incident: pro	nt new state			
<u> </u>	A. New Side	·		
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(7)	ent hundren th	CS WICH CO	1.1.1	
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<u> </u>	ection counts	dor busny		- Has
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9	un on safe.			
Firearm Inform	ation			
Manufacturer		Model/Cal. o	r Ga.   Seri	al Number Date of manuf.
(Clm	PJA	· · · · · · · · · · · · · · · · · · ·	400 - 1 100 - 2 July - 100 - 100 - 1	123621 2003
Date Purchased		Where Purchased		Original Owner
Date I di chased		Where I dichasee		Original Owner
Ammunition In	formation			
Manu	facturer	Caliber/ (	Jauge	Factory or Reloads
Bull	et type	Bullet	wt.	Lot#
Additional Amı	mo Info:		<del> </del>	
Additional Ami	HO THIO:			
				***************************************
Other Products	Information			
		<del></del>		
			<del></del>	
L				

# Remington

November 15, 2007

Clyde Woodby 7820 Ebeneezer Church Rd. Raleigh, NC 27612

Subject: Model 710 Serial #71123621

RE: Case #1763

Dear Mr. Woodby,

We were sorry to learn about the accidental discharge that you experienced with your Model 710. I understand this was very frightening for you and we are certainly glad that no one was injured.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination. 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 firearm 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

CLYDE WOODBY 7820 EBENEEZER CHURCH RD RALEIGH NC 27612

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 6656 6671



BILLING: 3RD PARTY DESC: FIREARM RETURN SERVICE

REF 1:CLYDE WOODBY/LW
REF 2:ATTN: SERVICE DEPT/REF# 71123621
HS 9.0.49

Principational Solicities Associated in the Committee of the Committee of