

Remington Arms Co., Inc.
Product Service
Legal Case #:1750

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/9/2007		10/26/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ronnie	Chamberlain	840 Hwy 304 Lot 1	Tibideou	LA	70301		C 985-859-0116

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hearing hurt				
PD hole in roof of deer stand	Cause:4079 Other - Unexamined Concern:1028 Fired With Safe ON		N	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.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/				1/1/1900
Date Purchased	Where Purchased	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

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

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

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 9236

1730

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/9/07	10/26/07			
Customer Information				
Name	Reporter (Age)	Incident (Age)		
Rennie Chamberlain				
Address	840 Hwy 304 Lot 1			
City, St Zip	Tulsa, OK 74101			
Home				
Cell	985-859-0116			
Work				
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: Discharged in Dec. sand hole in roof				
or				
Safe gun discharged				
hearing hurt for week.				
make it do it several times				
ARS ✓				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
K&M	BOLT	710		
Date Purchased	Where Purchased	Original Owner		
Ammunition Information				
Manufacturer	Caliber/ Gauge	Factory or Reloads		
Bullet type	Bullet wt.	Lot #		
Additional Ammo Info:				
Other Products Information				

PS 9237



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,

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

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

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

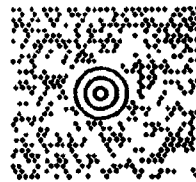
(PS 9238)

RONNIE CHAMBERLAIN
840 HWY 304
THIBODAUX LA 70301

12 LBS
RS

1 OF 1

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

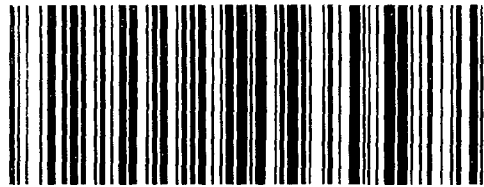


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 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 Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Overhaul contract to U.S. Air Mail Service. United Parcel Service, Louisville, KY. For shipping advice, call 1-800-757-7662.

PS 9239

Remington Arms Co., Inc.

Product Service

Legal Case #:1771

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/16/2007		11/15/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Gaylord	Day	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		N	ok
S fired on safe release	Concern:1007 Fired on Safe Release			
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	CF/BA	710/30-06	27410	71088470		11/23/2002 2:06:07 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	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 Cost	Repair/Replacement Date				

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

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

(PS 9240)

PS 9241

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

Case Information

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

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Nathan	Fieldson	6925 A Lalomi	Glendale	AZ	85307		C 623-810-7804

Incident Information

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

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71320955	WA	8/3/2006 4:59:43 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 2554	SCOPE,RINGS,BASE	Y			

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

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date 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
Examination	Examiner		B.TRAVIS
	Exam Date		10/19/2007
	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
Barrel	Description		22" 270 WIN
	Date Code		WA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9242

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	TRIGGER SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

PS 9243

RECEIVED
OCT 22 2007
BY: *[Signature]*

(PS 9244)

Remington®

1571
X
22"
WA 8/06
2H

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

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

RE00135543
Serial Number: 71320955
Model: 710
Will follow down
5/24/07 set screws altered

(PS 9245)

Remington

Factory Repair Instructions

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

Model Number: 710		Serial Number: 713 20955	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Nathan Fieldson		Date of Purchase:	
Address (no PO Boxes):			
6925 A Lullomi			
City: Glendale		State: Arizona	Zip: 85307
Phone (Daytime): 623 510 7804		Fax:	
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: While test pushing bolt forward to chamber a round the firearm went off. After removing the bolt and looking the firing pin was not recessed into the face of the bolt and cannot get it to recess. This happened on the 22 of sep 2007. It was dry using Winchester Super X 150 grain bullets.			
Ammunition Information:			
Manufacturer: Winchester		Type: Super X	
Other (i.e. bullet weight/type, shot size, powder): 270cal. 150 grain			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Quick scrub			
How often do you clean the bore? (Months or Number of rounds) once a month			
How often do you clean the action? (Months or Number of rounds) once a month			
How often do you clean the trigger assembly? (Months or Number of rounds) once every few months			
Brand of lubricant used: Rem oil			

(PS 9246)

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

(PS 9247)



Ernie Casillas
Assistant Hunting Department Manager

13277 West McDowell Road • Goodyear, AZ 85395
phone (623) 536-0700 • fax (623) 536-0701
www.sportsmanswarehouse.com

Date 12-1-10

Store # 128

SHIP TO: DELINGHAM Hunt Club
7700 Alameda Blvd
14 Hunter Ave
Tellus NV 89707



☐ Defective ☐ Credit Only ☒ Replace or Repair

SHIPPED: FedEx: ☒ Ground ☐ Express ☐ Other

CUSTOMER: Alathan Fieldion

PHONE #: 123-410-7804

RA#: _____

ACCT#: _____

1.	710	7192-45

PS 9248

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:

Date Written: 10/02/2007

Luke AFB, Az 85309-0000

License: 555-AAA

Mileage In: 0

Written By: Frank

Home: (623) 810-7804

Unit #:

Mileage Out: 0

Save Old Parts: No

DOM:

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

(PS 9249)

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

Page 2 of 2

Estimate

Hat/ref #

Promised Time:

Fieldson, Nathan

1995 JEEP GRAND CHEROKEE 5.2

VIN:

Date Written: 10/02/2007

Luke AFB, Az 85309-0000

License: 555-AAA

Mileage In: 0

Written By: Frank

Home: (623) 810-7804

Unit #:

Mileage Out: 0

Save Old Parts: No

DOM:

Job Name	Description	Qty	List	Extended
Job Subtotal :				\$3,745.96

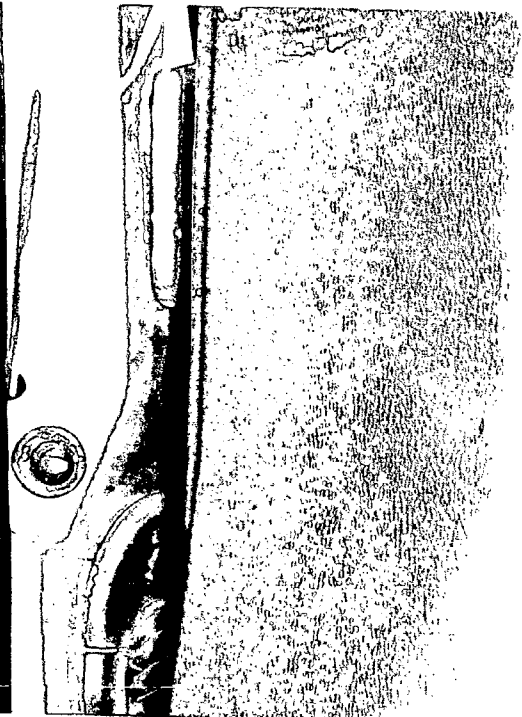
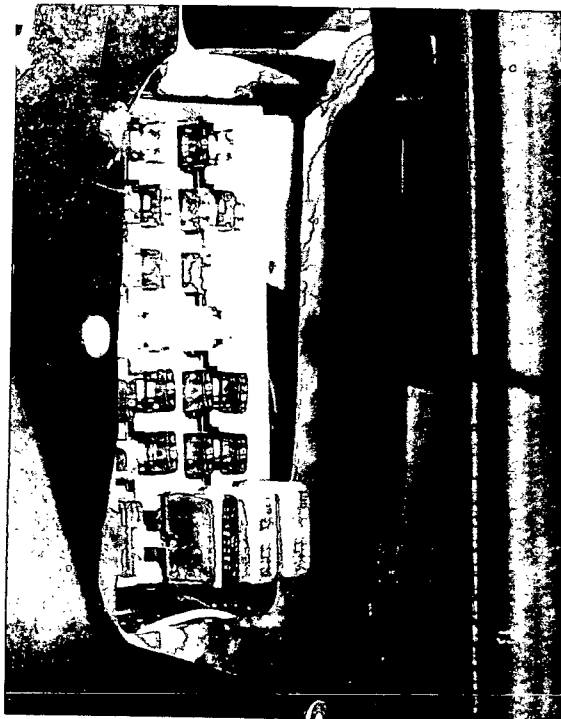
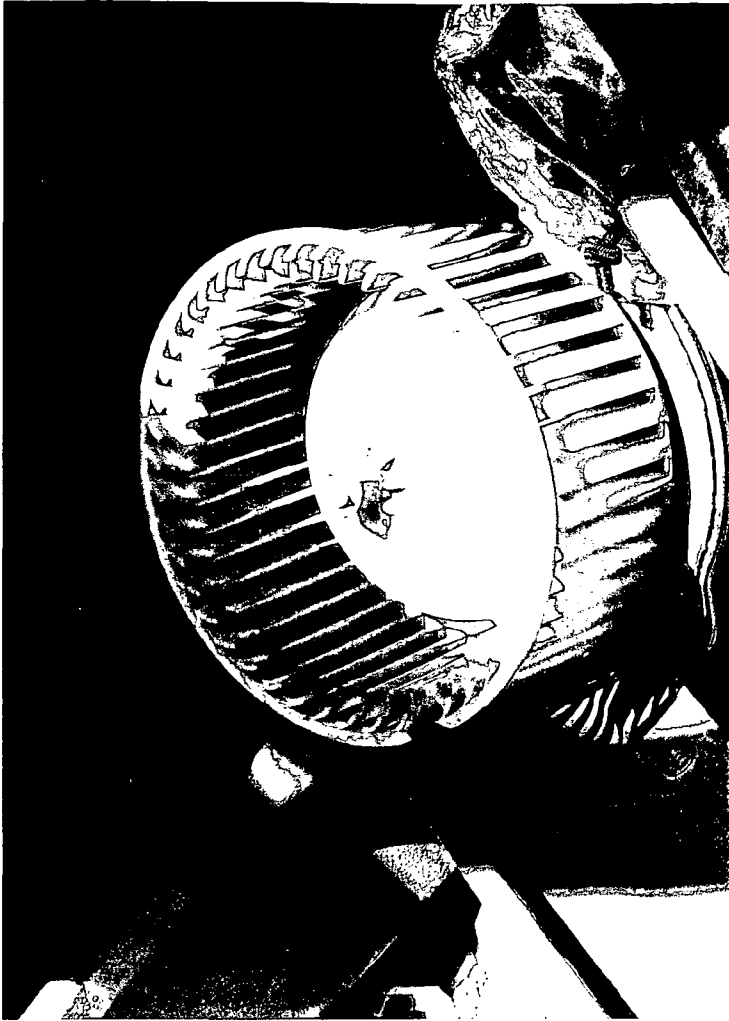
Parts:	\$1,486.96
Labor:	\$2,184.00
Sublet:	\$75.00
Misc:	\$0.00
Discount:	\$0.00
Hazmat:	\$4.00
Supplies:	\$3.00
Tax:	\$93.87
Total:	\$3,846.83

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.

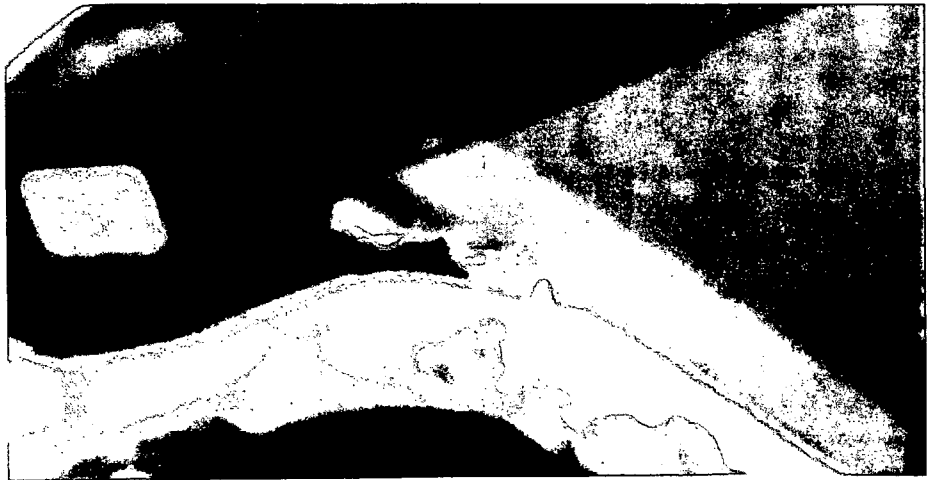
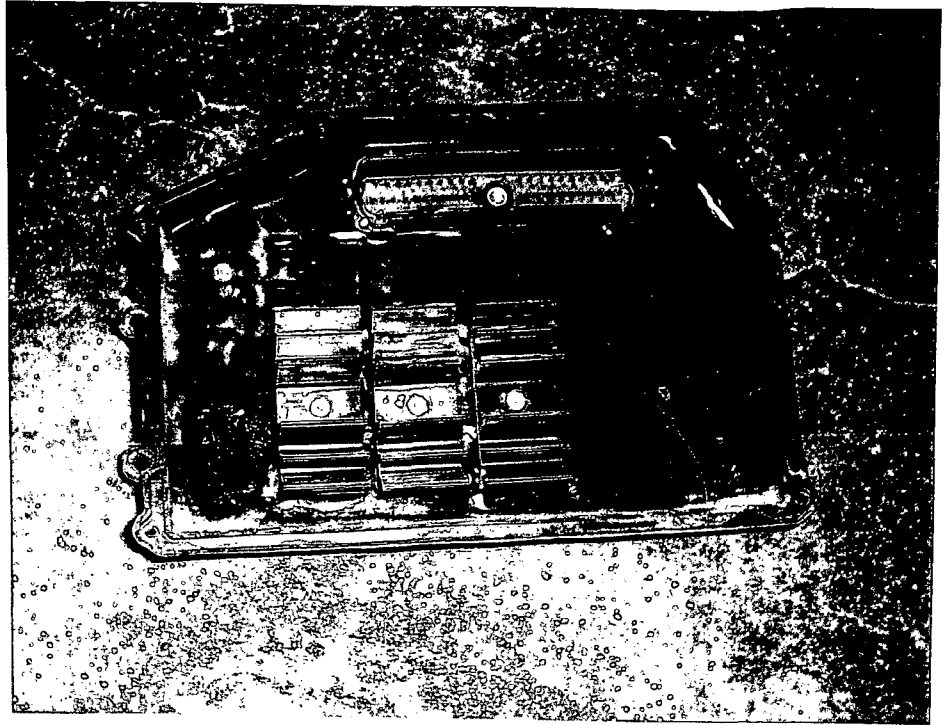
Authorized By _____

Date _____

Time (**PS 9250**)



(PS 9251)



PS 9252

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

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

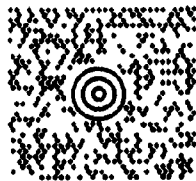
(PS 9253)

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

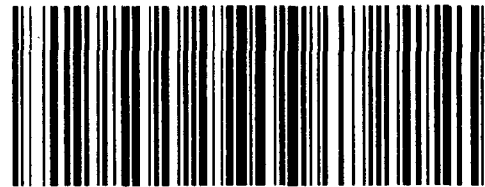


NY 135 0-01



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

WS S.O. 49

LP2442 69.0A 07/2007



International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, treaties or other rules applicable to the U.S. in accordance with the Export Administration Regulations, Department of Commerce, Bureau of Economic Analysis, Office of International Trade Administration, Washington, D.C. 20503. For shipping prices, call 1-800-752-7822.

(PS 9254)

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

Case Information

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

Customer Information

Type	Business	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 W 304-526-5880

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cust does not feel safe w/ this firearm	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 attorneys, 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.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71063356	KW	5/28/2002 1:18:17 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

Returned for refund

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
Refund			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
Examination	Examiner		Supry
	Exam Date		5/30/2007
	Product Type		RF
	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.
Barrel	Description		22 inch 3006 caliber M/710
	Date Code		KW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 9255

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

PS 9256

Remington®

May 2, 2007

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

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

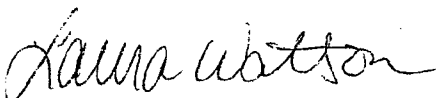
Dear Mr. Hunter,

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

RECEIVED
JUN 04 2007

Case 1245

(PS 9257)

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.

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

Parts/Repairs
Fax800-243-9700
336-548-7801www.remington.com info@remington.com**REPAIR
DOCUMENT****REPAIR
DOCUMENT**

Repair Order Number RE00114507	Description/Serial Number 71063356	Date Received - 7/12/2006
Account # - R-	Model 710 Center Fire Caliber: 30-06	Estimate Date -
		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) (304)-272-9002	Fax	
Phone (W)	Email	

Problems

Reported M992	FIRES WHEN BOLT IS CLOSED	Found M123	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	Quantity	Warranty (Y/N)
Part			
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	Y
Part Total:		1	
Service			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000119	GR-TEST	1	Y
Service Total:		1	

PS 9258

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00129874** Serial: 71063356 Model: 710 Center Fire: Caliber: Status: New 5/30/2007 1:41:39 PM

Verify Repair: ☐ Received From: ☐ Return to: ☐ Received From: ☐

Address Information

Customer: **ROBERT HUNTER** RT 3 BOX 2105 WAYNE WV Zip Code: 25570 Country: US

Address 1: **RT 3 BOX 2105** Address 2: **PO Box** City: **WAYNE** State: **WV** Zip Code: **25570** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

History / Status

Shipping / Billing

Current Status: New 5/30/2007 1:41:39 PM valentids Check-In Repair Location: IEN Current Location: IEN Transfer Number:

Date	User ID	Desc1	Desc2
5/30/2007 1:37:6	valentids	Repair Added	
5/30/2007 1:41:3	valentids	Repair information change	
5/31/2007 10:13	supyl	Placed in Product Service Back Rack	Holding for return

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

supyl 5/31/2007 10:13 AM CAPS NUM INS SET

start Inbox - Microsoft Out... Arms Services Repair... Current Cases - Micro... Microsoft Excel - P5 H... 10:13 AM

Madison, NC 27025

City **Wayne** State **WV** Zip Code **25570**

Vendor Code	
Pmt Method	

(PS 9260)

Remington®

1244
May 2, 2007

LAURA,
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

RECEIVED
MAY 25 2007

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

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

5/09 2:30 Phone busy

5/30 \$3500.00 w/ tax

27' 5750

18450 111

Serial
Number:

71057285

Model: 710



RE00129508

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

(PS 9261)

(PS 9262

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

Parts/Repairs

800-243-9700

Fax

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
Account # - R-	Model 710 Center Fire Caliber: 30-06	Estimate Date -
		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) (304)-272-9002	Fax	
Phone (W)	Email	

Problems

Reported M992	FIRES WHEN BOLT IS CLOSED	Found M123	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	Quantity	Warranty (Y/N)
Part			
F300401	710 RECEIVER INSERT ASSEMBLY COMPLETE	1	Y
Part Total:		1	
Service			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000119	GR-TEST	1	Y
Service Total:		1	

710 57285 Received 5/23/2007

(PS 9263

PrintDisplay

Page 1 of 2

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

Case Information

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

Customer Information

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

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	fires on safe release Concern:1007 Fired on Safe Release			
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						
Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						
	Repair/Replacement Cost	Repair/Replacement 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	
	Fired while Obstructed		

PS 9264

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

PS 9265

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00137763** Serial: 71096924 Model 710 Center Fire Caliber: 30 06 SPRG Produced: 01/16/2003 Repairman: Status: **New 12/5/2007 2:51:25 PM**

Verify Repair

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **CRAIG JACKSON** **CRAIG JACKSON**

Address 1: **1742 WINSOR BLVD** **1742 WINSOR BLVD**

Address 2: PO Box:

City: **HOMEWOOD** **HOMEWOOD**

State: **AL** Zip Code: **35209** Country: **US** State: **AL** Zip Code: **35209** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
12/3/2007 9:34:4	skinnerll	Repair Added		<input type="checkbox"/> Shipping Hold New
12/5/2007 2:51:2	valentids	Repair information change		<input type="checkbox"/> InterFace Hold 12/5/2007 2:51:25 PM
12/5/2007 2:53:2	valentids	From: Check In	To:	<input type="checkbox"/> Estimate Sent valentids
12/6/2007 7:53:0	supryll	Returned to AS for repair	at special price	<input type="checkbox"/> Parts Received Product/Services
				<input type="checkbox"/> Passed Inspection Repair Location
				<input type="checkbox"/> Return As Received Current Location
				<input type="checkbox"/> Has been Approved ILN
				<input type="checkbox"/> Internal Repair Transfer Number

Repair Search Refresh Close

supryll 12/6/2007 7:53 AM CAPS NUM INS SER

start Inbox - Microsoft Out... Arms Services Repair Microsoft Excel - PS H

(PS 9266)

1827

Remington

Factory Repair Instructions

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

Model Number: <u>710</u>		Serial Number: <u>71096924</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>CRAIG JACKSON</u>		Date of Purchase: <u>Dec 06 USED</u>	
Address (no PO Boxes): <u>1742 WINDSOR BLVD</u>			
City: <u>Homewood</u>		State: <u>AL</u>	Zip: <u>35209</u>
Phone (Daytime): <u>205-281-8286</u>		Fax:	
E-mail Address: <u>FCRAIGAAC@AOL.COM</u>			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
<u>GUN WILL FIRE WHEN YOU TAKE THE</u>			
<u>SAFETY OFF</u>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Core/0/L</u>	
Other (i.e. bullet weight/type, shot size, powder):		<u>150 GRAIN</u>	
Handload Information: <u>N/A</u>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>Rem Oil</u>			
How often do you clean the bore? (Months or Number of rounds) <u>AFTER EACH FIRE</u>			
How often do you clean the action? (Months or Number of rounds) <u>"</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>"</u>			
Brand of lubricant used: <u>Rem Oil</u>		PS 9267	

Bx 1/03
2#
22"

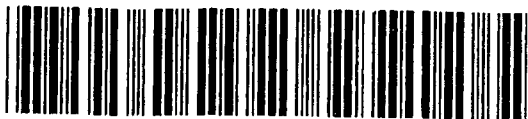
OVER

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <ul style="list-style-type: none"> :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. <p>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> :: \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please :: estimate 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.

Serial Number:

71096924

Model: 710



RE00137763

Trig. set screws altered, no
 return on trigger, will follow
 down replace TPA, check over
 clean AT. 1/2 normal charges.

Quote

PS 9268

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

Case Information

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

Customer Information

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

Incident Information

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

C

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

Firearm Information

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

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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

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

Examination[Remington/CF/BA]

PS 9269

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

(PS 9270)

BARBER - Kinzer PPS GAL RE0008352

Serial Number: 11213070

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

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

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Not on File at this location

Location: Mayfield

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

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

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

Location: Memphis

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

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

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

Local BATF

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

Location: Arms Service Repairs

Not on File at this location

Location: Remington Authorized Repair Centers

Not on File at this location

Location: Non-SAP Serial Number Tracking

Not on File at this location

(PS 9271)

789

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/2/06			
Customer Information				
Name	Reporter (Age)	Incident (Age)		
Tessia McNichols				
Address	6600 North Hwy 140			
City, St Zip	Lot 71			
Home	Baytown, TX 77520			
Cell				
Work	713-748-9628			
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury: dumb cut				
Medical Treatment: NO				
Claim:				
Incident: Fired on safe release				
606-815305				
AMS ✓				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710/7mm	71214070	
Date Purchased	Where Purchased	Original Owner		
		Yes		
Ammunition Information				
Factory or Reloads				
Manufacturer				
Caliber				
Bullet type				
Bullet Weight				
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				

(PS 9272)

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

(PS 9273)

Craddock, Amanda**From:** Watson, Laura M.**Sent:** Tuesday, December 05, 2006 10:27 AM**To:** Media Coordinator Schedule**Subject:** ARS requests

4XX596 DEC 05, 2006 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS LP
 TRACKING# 124XX5969066360053
 REF 1: TESSIA MCNICHOLS/LW
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE REF RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 HZMT 0.00 SD 0.00
 AH 0.00 NTFY 0.00 SP 0.00
 TOT REF CHG 8.54 REF+HANDLING 8.54

Remington.

www.remington.com

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

ARS LABEL REQUEST

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

LABEL INFORMATION

MAIL LABEL TO:	Tessia McNichols 6600 North Hwy 146 Lot 71 Baytown, TX 77520
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

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

(PS 9275)

12/5/2006

BARBER - Kinzer PPS GAL RE0008357

Serial Number: 11417070

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

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

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Not on File at this location

Location: Mayfield

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

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

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

Location: Memphis

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

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

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

Local BATF

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

Location: Arms Service Repairs

Not on File at this location

Location: Remington Authorized Repair Centers

Not on File at this location

Location: Non-SAP Serial Number Tracking

Not on File at this location

{ PS 9276 }

789

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
12/5/06	12/2/06			
Customer Information				
Name	Reporter (Age)	Incident (Age)		
Tessia McNichols				
Address	6600 North Hwy 196			
City, St Zip	Lot 71			
Home	Brytown, TX 77520			
Cell				
Work	713-748-9628			
Incident Information				
Personal Injury <input checked="" type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury: thumb cut				
Medical Treatment: NO				
Claim:				
Incident: Fired on safe release				
604-815305				
AMS ✓				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Rem	B/A	710/7mm	71214070	
Date Purchased		Where Purchased		Original Owner
				Yes
Ammunition Information				
Factory or Reloads				
Manufacturer				
Caliber				
Bullet type				
Bullet Weight				
Lot # of ammunition				
Additional Ammo Info:				
Other Products Information				

PS 9277

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

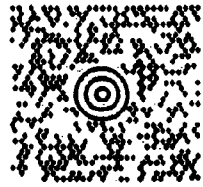
(PS 9278)

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

10 LBS
RS

1 OF 1

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

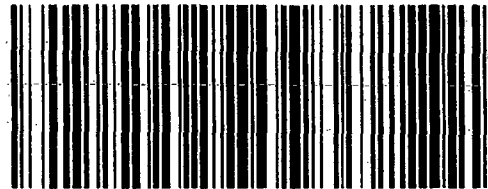


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6636 0053



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

REF 1: TESSIA MCNICHOLS/LW

UOM 8.8.16 UPS Thermal 2 50.1A 10/2006



International Shipping Notice - Consignee/consignee may be subject to the rules relating to liability and other terms and conditions established by the Commission for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Commission on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, including any amendments or additions, shall apply to the U.S. in accordance with the applicable Administrative Regulations. United Parcel Service of America, Inc. (UPS) is a U.S. company. For shipping terms, visit www.ups.com.

PS 9279

Craddock, Amanda**From:** Watson, Laura M.**Sent:** Tuesday, December 05, 2006 10:27 AM**To:** Media Coordinator Schedule**Subject:** ARS requests

4XX596 DEC 05, 2006 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS LP
 TRACKING# 1Z4XX5969068360053
 REF 1: TESSIA MCNICHOLS/LW
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE REF RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 HZMT 0.00 SD 0.00
 AH 0.00 NTFY 0.00 SP 0.00
 TOT REF CHG 8.54 REF+HANDLING 8.54



www.remington.com

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

ARS LABEL REQUEST

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

LABEL INFORMATION

MAIL LABEL TO:	Tessia McNichols 6600 North Hwy 146 Lot 71 Baytown, TX 77520
RETURN ITEM	Ilion, NY Attn: Product Service Factory Only (Need a label please)

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

PS 9280

12/5/2006

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

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
134729	10/8/2007	10/9/2007	10/15/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robin	Witham	1882 US Hwy 1	Cary Plt	ME	04471		H 207-538-6318

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S	fired w/ safety on Concern:1028 Fired With Safe ON			
C				

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

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace w/ M/700 27343						

Repair/Replacement Cost	Repair/Replacement 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
Examination	Examiner		B.TRAVIS
	Exam Date		10/9/2007
	Product Type		RF

	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	TRIGGER PLATE BROKEN CAUSING FOLLOW DOWNS
Barrel	Description		24" 7MM REM MAG
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	PLATE BROKEN
	Pull	---Select---	N/A FOLLOWS DOWN
	Altered	False	
	Sub-Assembly	Other Remington	

10/15/07 1msg w/ Yvonne, wife 3:00

~~27374 SPS~~
27373 SPS

1622

RZ 5/05
24"

X

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

Model Number: 710	Serial Number: 71228383
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Robin A. Witham	Date of Purchase: 12/01/06
Address (no PO Boxes): 1882 U.S. Hwy. 2	
City: Cary P.L.T.	State: Maine Zip: 04471
Phone (Daytime): 207-538-6318	Fax: 207-521-0397
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: Rifle fired with safety on, also bolt didn't seem to work very well.	

Serial Number:

7 1 228383

Model: 710



RE00134729

Type:

Powder Weight:

Primer Used:

Reloader Used:

Bullet Type/Shot Size:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: *Kemco-ton*

How often do you clean the bore? (Months or Number of rounds) 12th time fired / Mo. 900 with in this

How often do you clean the action? (Months or Number of rounds) *Time Maybe 25 rounds fired*

How often do you clean the trigger assembly? (Months or Number of rounds) Rifle has been stored in a

Gun Safe Checked Monthly and lightly oiled as needed

Brand of lubricant used: Remington

79

TR19 housing broken
crushing pin. pin to follow
down.

Lowes. contact customer to
determine what gun
exchange we can
exp. Fred

PS 9284

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

(PS 9285)



TO: Remington Arms Service Manager

Remington guns have been in my family for many years. We have always felt safe and confident about their performance and accuracy. My father has shot over 200 deer with his. We are a large family of hunters. I am now 49 yrs. old and have been hunting since I was 8 yrs. 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 safety on. This is what 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, firing right by my face. That's when I realized 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 again, no matter what is done with it. I ask PLEASE exchange this gun for a different model. Something I can once again feel confident and safe with. I also realize there would be a price difference, I'll pay it. Just restore my confidence in a fine Remington rifle. To call and speak with me is needed. (207) 538-6318. Thank you for your concern. Robin Witham

PS 9287

TNT 0288-971

WAL*MART

ALWAYS LOW PRICES.

Always.

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	11.00 T
PRYREX SET 007116000195	18.97 X
WORKSHOP PAK 005026729537	4.97 X
HOUSE PACK 005026729533	4.97 X
POUCH 002096850498	5.00 T
L/S TSHIRT 068001380234	5.00 T
CARGO PANT 083391900752	15.00 T
CARGO PANT 083391900754	17.00 T
STIC MUG HK 005026721072	2.24 X
RENINGTON 004770027412	299.87 X

SUBTOTAL	403.88
TAX 1 5.000 %	20.19
TOTAL	424.07
VISA TEND	424.07

ACCOUNT #1185
 APPROVAL #07166A
 TRANS ID -0166335707468728
 VALIDATION -ZN7G
 PAYMENT SERVICE - E
 CHANGE DUE 0.00

ITEMS SOLD 11

TC# 0710 4802 5204 0355 8460 7



Gonne Witham

It's Rollback Season.
 10,000 ways to save.
 12/01/06 14:39:28

CUSTOMER COPY

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
		11/14/2007		11/7/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Clyde	Woodby	7820 Ebenezer Church Rd	Raleigh	NC	27612		H 919-524-0558

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot truck	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1028 Fired With Safe ON			
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	Serial	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

Remington/710/CF/BA

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

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

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

(PS 9288)

1763

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
11/14/07	11/7/07			
Customer Information				
Name	Reporter (Age)	Incident (Age)		
Clude Wardhu				
Address	7820 S. W. 100th St			
City, St Zip	Raleigh, NC 27612			
Home	919-524-0558			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input checked="" type="checkbox"/>	Safety <input type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident: prob w/ clip. sent new clip				
Went hunting this wknd - Wed 11/7/07				
gun jammed				
Electric coil, set round off				
Went to hardware store				
Return line of gun				
Went to store, fiber board				
gun on safe.				
box-✓				
AKS-✓				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
REM	B/A	710 / 270	71123621	2003
Date Purchased	Where Purchased	Original Owner		
Ammunition Information				
Manufacturer	Caliber/ Gauge	Factory or Reloads		
Bullet type	Bullet wt.	Lot #		
Additional Ammo Info:				
Other Products Information				



November 15, 2007

Clyde Woodby
7820 Ebenezer 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,

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

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

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

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

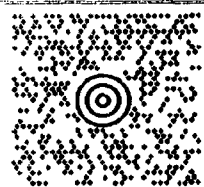
(PS 9290)

CLYDE WOODBY
7820 EBENEZER 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

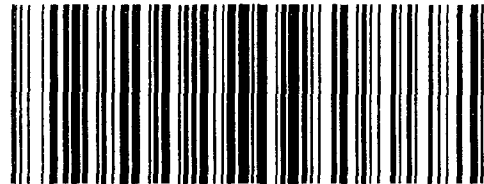


NY 135 0-01



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

WS 9.0.49

LP2844 69.0A 07/2007



International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, technology or software were produced from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping terms, call 1-800-757-7735. United Parcel Service, Louisville, KY

PS 9291