

Remington Arms Co., Inc.
Product Service
Legal Case #:2155

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
142643	3/7/2008	2/18/2008	3/10/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dustin	Howell	13131 McDowell St	Hopland	CA	95449		H 707-744-1344

Incident Information

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

2/18/08-customer was cleaning gun. Ran some rounds through it to be sure it was cycling properly and the gun fired when the bolt closed. No adjustments have been made to the trigger.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06 SPR	27410	71161238	AY	3/25/2004 5:20:23 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	09/01/04	U			

CONCERN:FBC

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 TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	3/11/2008				

2/18/08-no action needed-consumer group sending ars.lw 3/11/08-replacing TA at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/10/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		AY
	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	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	RUSTY/DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

2153

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
2/18/08				
Customer Information				
	Reporter (Age)	Incident (Age)		
Name	Dustin Howell			
Address				
City, St Zip				
Home	707-744-1344			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident:				
Cleaning gun took apart				
running rounds through gun closed bolt				
gun went.				
no adj. to trigger				
APLS being sent by consumer				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
		710/32-06	71161238	
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				

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: RE00142643

Serial: 71161238 Model: 710 Center Fire Caliber: 3006 SPRG Produced: 03/25/2004

Repairman:

Status: New 3/7/2008 5:32:52 AM

Verify Repair

Address Information

Customer: ☒ Received From

Return To: ☒ Received From

Name: DUSTIN HOWELL

Name: DUSTIN HOWELL

Address 1: 13131 MCDOWELL ST

Address 1: 13131 MCDOWELL ST

Address 2:

Address 2:

City: HOPLAND

City: HOPLAND

State: CA

State: CA

Zip Code: 95449

Zip Code: 95449

Country: US

Country: US

FFL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
3/7/2008 5:32:52	New	valents	Repair Added	
3/7/2008 5:39:15	Expedite	valents	From Check In	to:
3/10/2008 10:20	Comment	supryll	Returned to AS for repair	

☐ Shipping Hold

☐ InterFace Hold

☐ Estimate Sent

☐ Parts Received

☐ Passed Inspection

☐ Return As Received

☐ Has been Approved

☐ Internal Repair

Current Status

New

3/7/2008 5:32:52 AM

valents

Product Service

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supryll

3/10/2008

10:20 AM

CAP

NUM

INS

SECL

Ustar

Arms Services Repair

Current: CAP

10:20 AM

2135

AY 3/04
45#

Remington

Factory Repair Instructions

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

Model Number: 710		Serial Number:	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: DUSTIN Howell		Date of Purchase: Sept 2004	
Address (no PO Boxes): 13131 McDowell St			
City: Hopland		State: CA	Zip: 95449
Phone (Daytime): 707 484 0982		Fax: 707 484 0982	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: After cleaning my gun I was checking the action with rounds and as I was locking the bolt on the last round it went off with the safety on and no finger on the trigger			
Ammunition Information:			
Manufacturer: Remington		Type: 30-06	
Other (i.e. bullet weight/type, shot size, powder): 165 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:			
How often do you clean the bore? (Months or Number of rounds) 50 rounds / 2 times a year			
How often do you clean the action? (Months or Number of rounds) 2 times a year			
How often do you clean the trigger assembly? (Months or Number of rounds) 2 times a year			
Brand of lubricant used: Rem oil			

How often do you lubricate the bore? (Months or Number of rounds)	when cleaned
How often do you lubricate the action? (Months or Number of rounds)	every time fired
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every 3 time
and the range	
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?	
What were the services performed? Sept 06 For a New Magazine Springs and Retainer.	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p>	

Serial Number:

71161238

Model: 710



RE00142643

loss or damage.
e the box. Shipments without a proper

st. Remington is not responsible for
urchase insurance from your carrier.

elines:

ied to you C.O.D. (To avoid C.O.D. Charges, please
your gun)

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

could not duplicate concern.
check over completely, replace
TPA, clean at N/C

#230145