

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2230

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
142934	3/12/2008	3/13/2008	3/13/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Lennox	719 Acadian Dr.	Jennings	LA	70546		H 337-821-2448 F 337-821-2445 E Lennox_J@bellsouth.net

Incident Information

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

3/14/08-correspondence from repair-gun having cycling issues-wont chamber. Also, it fired on bolt closing at one time.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7MM REM MA	27412	71228777	KZ	5/31/2005 9:41:54 AM

Date Purchased	Where Purchased	Accessories	Original Owner
9/22/2007	WAL-MART DC 6003R-REGULAR	SCOPE,RINGS,BASE,LENS COVER	Y

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
New RAMAC 27412 under warranty						

Repair/Replacement Cost	Repair/Replacement Date
	3/13/2008

3/13/2008 exchange the rifle for a new RAMAC 27412 n/c under warranty fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	3/13/2008
	Product Type	RF
	Action Type	A
	Assigned To	F.SUPRY
Cause	4038	Could Not Duplicate Concern
Barrel	Description	24" 7MM REM MAG
	Date Code	KZ
	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning
	Firing Pin	Slightly Worn; Functioning
	Shroud	Slightly Worn; Functioning
	Face	Slightly Worn; Functioning
	Handle	Slightly Worn; Functioning
Extractor	Stop	Slightly Worn; Functioning
	Condition	Slightly Worn; Functioning
	Cut Condition	Slightly Worn; Functioning
Locking	Ext/Eject Test	False
	Block Condition	---Select---
	Lug Condition	Slightly Worn; Functioning
Magazine	Notch Condition	---Select---
	Condition	---Select---
Overall	Box Condition	Slightly Worn; Functioning
	Exterior Condition	Slightly Worn; Functioning
	Stock Condition	Slightly Worn; Functioning
Receiver	Fore End Condition	---Select---
	Condition	Slightly Worn; Functioning
Safety	Bulged	False
	Description	STANDARD M/710 SAFETY
	Function	Like new; Functioning
Sear	Sub-Assembly	Non-ISS
	Lift	---Select---
	Notch	Like new; Functioning
Feeding Test	Tests	Test Fired
		False
Trigger	Condition	Like new; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	Other Remington

We have ordered a replacement rifle under warranty. One thing the customer's need to know about all m/710 rifles is that the bolt needs to be pushed straight toward the chamber any pressure sideways will cause the bolt to bind.

425D

5#  
425/0

## Factory Repair Instructions

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

Model Number: 710		Serial Number: 7122877A 7122879A	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: JOHN LENNOX	Date of Purchase: 9-22-07		
Address (no PO Boxes): 719 ACADIAN DRIVE			
City: JENNINGS	State: LA	Zip: 70546	
Phone (Daytime): 337-821-2448	Fax: 337-821-2445		
E-mail Address: LENNOX_J@BELLSOUTH.NET	<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.		
Please describe your problem: Please see attached letter - 3rd repair - never used other than trying to scope in at range			
Ammunition Information:			
Manufacturer: REMINGTON	Type: EXPRESS CORE-LOK		
Other (i.e. bullet weight/type, shot size, powder):		150 GR	
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:		NEW	
How often do you clean the bore? (Months or Number of rounds)		NEW	
(Months or Number of rounds)		NEW	
s or Number of rounds)		NEW (also replaced)	
228777			

**Serial Number:**

Model: 710



could not duplicate concern. HAS is  
repaired here at RARC before, MC. IWS  
replaced once. replace in Exchange ATN/  
RARC #85635

# 230145

How often do you lubricate the bore? (Months or Number of rounds)	NEW
How often do you lubricate the action? (Months or Number of rounds)	NEW
How often do you lubricate the trigger assembly? (Months or Number of rounds)	NEW
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?	
JAN 08	
What were the services performed?	
SEE REPAIR TICKET ATTACHED TO LETTER	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p align="center"><b>REMINGTON ARMS CO., INC</b></p> <p align="center"><b>ATTN: Arms Service Division</b></p> <p align="center"><b>14 Hoefler Ave</b></p> <p align="center"><b>Ilion, NY 13357</b></p>	
<p><b>⚠ 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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>	

Remington Arms Company, Inc.  
870 Remington Drive  
Madison, N.C. 27025

February 25, 2008

Customer Service:

As per my instructions from your Customer service department, I am writing this enclosed brief on the issues I have been battling with this Model 710 – 7mm rifle, serial number 71228777.

Attached are the service and repair tickets to validate my concerns and frustrations.

I purchased the rifle on September 22, 2007, from the Jennings, Louisiana Wal-Mart. I went to scope it in and found that one out of every three bullets would not chamber and the bolt could not be closed. I did manage to fire about 4 shots. When the next bullet was loaded, the rifle fire ass soon as the bolt was thrown down. The trigger was not pulled and I immediately boxed the rifle up to get repaired.

Wal-Mart returned the rifle to a warranty facility (Sports World, Inc.; Tulsa, OK). (See attached tickets) The repair ticket showed replacement of receiver insert, deburring of insert, and all safety checks.

I went to the range in early November to again scope the rifle in. At this time I could not close the bolt. I always use Remington Core-Loc ammunition, so thinking it may be ammunition problems, I went to the closest store and purchased Federal ammunition to try. The same results; the bolt could not be closed.

I called Remington Customer Service and was told to get a gunsmith to check the clearances. They gave me the name and address of the closest factory authorized center, Jim's Firearms in Baton Rouge, LA.

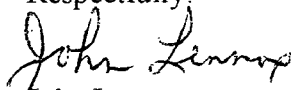
I called Jim's to be sure a gunsmith would be on site when I was able to find a reason to drive the Baton Rouge (80 miles from home). The gunsmith reviewed the rifle and told me he would have to send it back to the factory. He acknowledged a chambering problem.

I recently received the rifle (long after the end of hunting season) and just last weekend was able to go to a range to scope it in. To my disappointment, I could not close the bolt or fully chamber a cartridge.

**Please help me resolve this on going problem and liability issue.**

I am now asking to have the rifle replaced. We have tried enough repairs and I believe I have been patient enough and this should linger no longer.

Respectfully:

  
John Lennox

719 Acadian Drive  
Jennings, LA 70546

337-821-2448 (Daytime)  
337-824-3616 (Home)

FILE COPY

**FIREARM REPAIR TAG**

WM Store No.	
Date	
Mfg.	
Model	
Retail	
UPC Code	
Log No.	
Serial No.	
Person Sending For Repair _____	
<b>CUSTOMER GUN</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Name	
Address	
Phone	
Reason for Return (Be specific. List the problem with the gun.) _____ _____	
THIS AREA FOR CLAIMS USE ONLY	
SENT TO _____	
DATE SENT _____	

CUSTOMER COPY

0547565

HUNTING & SHOOTING STORE  
OVER 30 YEARS

(918) 742-4827.

10-7-07

Date Shipped: 10-10-07

Repair Ticket #: A05475

following up on shipments via UPS to your store.

the blanks below and then return to:

**PORTS WORLD, INC.**

**6841 E. 41<sup>st</sup> Street**

**Tulsa, OK 74145**

Remington

### **PARTS AND WORK PERFORMED**

AMOUNT

At store #

Date \_\_\_\_\_

Signed

**Title**

Date \_\_\_\_\_

Thank you for your assistance.

Sincerely,

T.L. Denton

0462

*..Please Return ASAP..*



## Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

FILE COPY

Parts Repairs 800-243-9700  
Fax 336-548-7801

www.remington.com info@remington.com

# REPAIR DOCUMENT

# REPAIR DOCUMENT

Repair Order Number RE00138977	Description/Serial Number 71228777	Date Received - 1/2/2008 Estimate Date - Current Date - 1/17/2008
Account # - R-	Model 710 Center Fire Caliber: 7 MM. REM. MAG.	
Customer JIMS FIREARMS 5760 SIEGEN LANE SUITE A BATON ROUGE, LA 70809 US		Return To JIMS FIREARMS 5760 SIEGEN LANE SUITE A BATON ROUGE, LA 70809 US
Phone (H) (225)-293-5467 Phone (W)		Fax (225)-293-1490 Email

Problems	
Reported	Found
M992 BOLT WON'T ALWAYS CLOSE.	M252 CHAMBER TIGHT

Technician's Comments
ProblemNotes Final ream and polish chamber.test.

Parts and Labor		Quantity	Warranty (Y/N)
Material #	Material Description		
Service			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000119	GR-TEST	1	Y
Service Total:		1	

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WE SELL FOR LESS

MANAGER TONY HULSEY

( 337 ) 824 - 4838

ST# 0386 OP# 00005096 TEN 77 TR# 02415

LINE SQUEEZE 004140900006 F 0.76 Y

H/710 7MM 004770027412 250.00 T

AMMO 004770005350 21.54 X

SUBTOTAL 272.30

TAX 1 4.000 % 10.86

TAX 3 4.500 % 12.25

TOTAL 295.41

VISA TEND 295.41

12XX-  
RFO

credit card # deducted

PAYMENT SERVICE - E  
CHANGE DUE 0.00

# ITEMS SOLD 3



*[Handwritten Signature]*

Wal-Mart exclusive Eagles CD  
available October 30th!  
09/22/07 18:12:08

\*\*\*CUSTOMER COPY\*\*\*

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

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

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